NEBRASKA
DEPARTMENT OF HEALTH AND HUMAN SERVICES
Licensure Information System

RFP 6249 Z1

AN EXPERIENCED GUIDE WHO KNOWS YOUR TERRAIN

MTX GROUP INC.

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Corporate Overview

MTX has successfully implemented similar Licensing Application systems in several states across the United States including Massachusetts, Vermont, Kentucky, and we are very excited for the opportunity to do the same in the state of Nebraska. Our dedicated project team, detailed below, will bring extensive experience in both Salesforce implementations and more specifically, licensing and permitting deployments.

MTX + NEBRASKA = **Strategic** Partnership

When successfully implemented, the Nebraska DHHS Licensure Information System will have considerable, long-lasting, and far-reaching impacts. MTX is pleased to offer its skill, experience, and resources to support the necessary implementation of a system that will result in improved Application and Review processes for the DHHS.

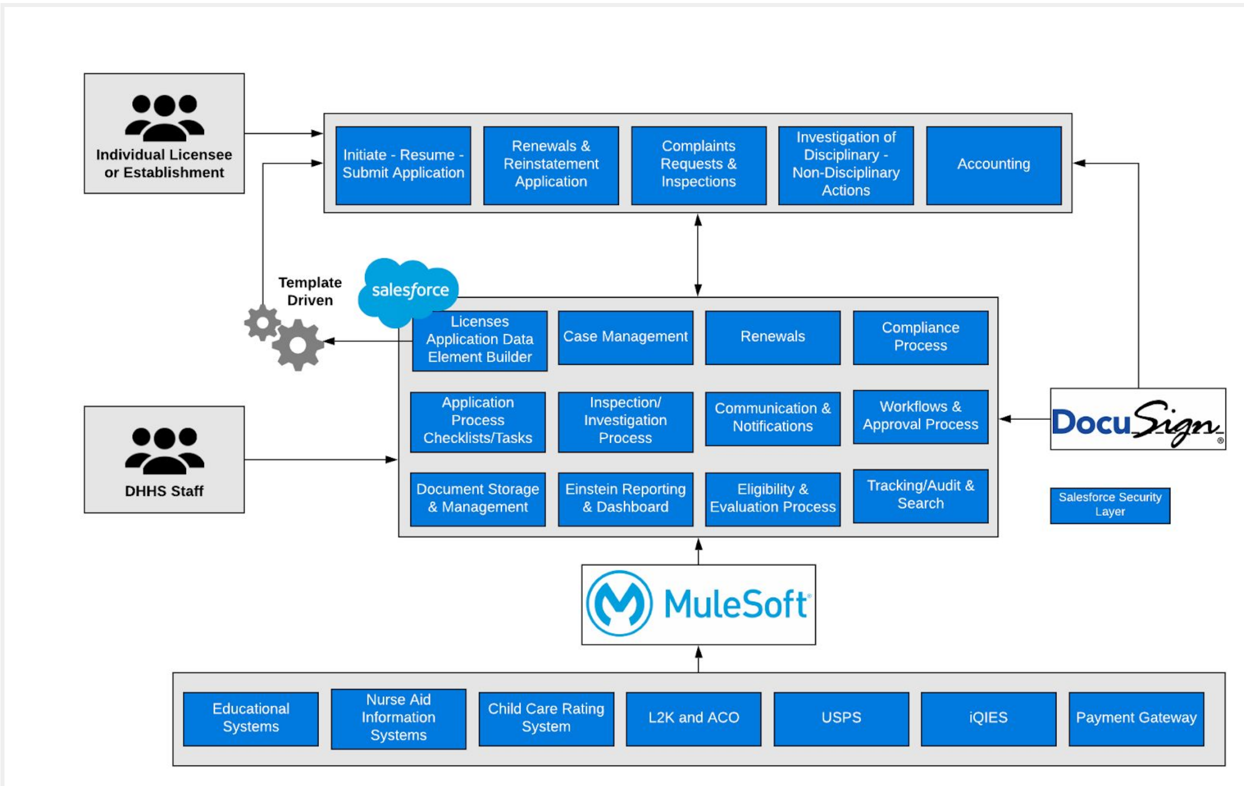
MTX brings Nebraska key advantages for this implementation

- ✓ Vast experience in licensing and compliance implementations
- ✓ Deep understanding of government licensing application lifecycle
- ✓ Proven expertise in Salesforce Platform development and implementations

Our Approach to Addressing Your Needs

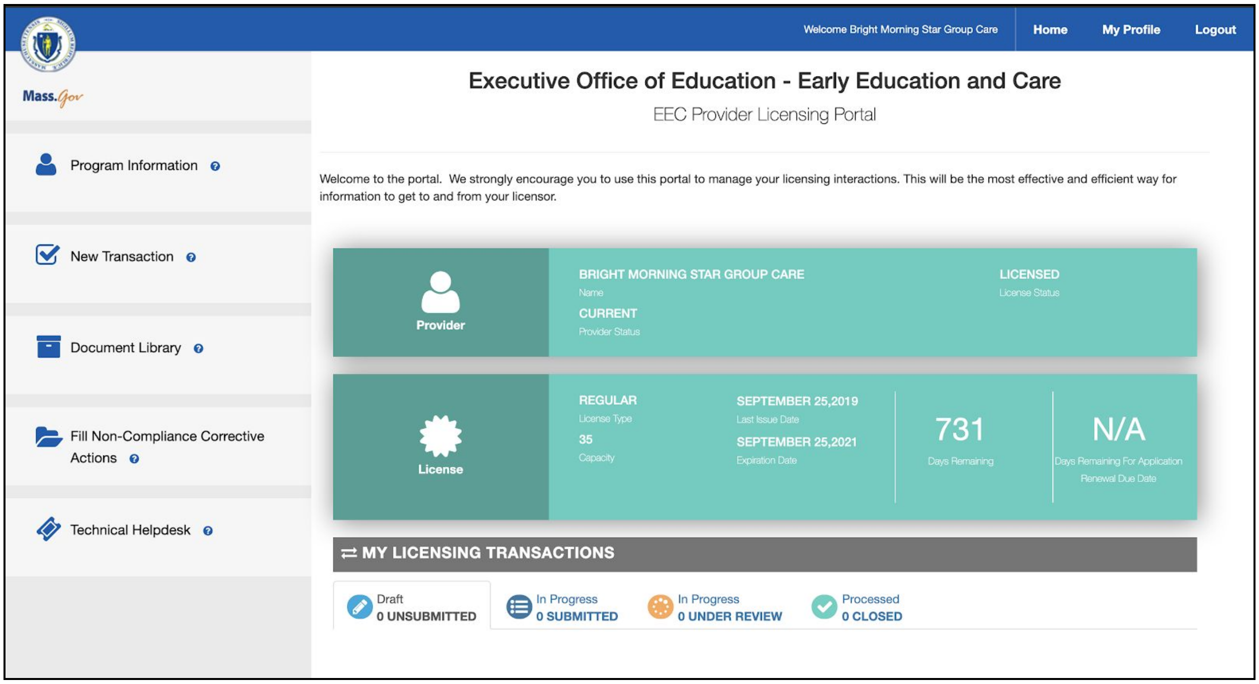
The following displays the technical architecture that MTX is proposing for this engagement:

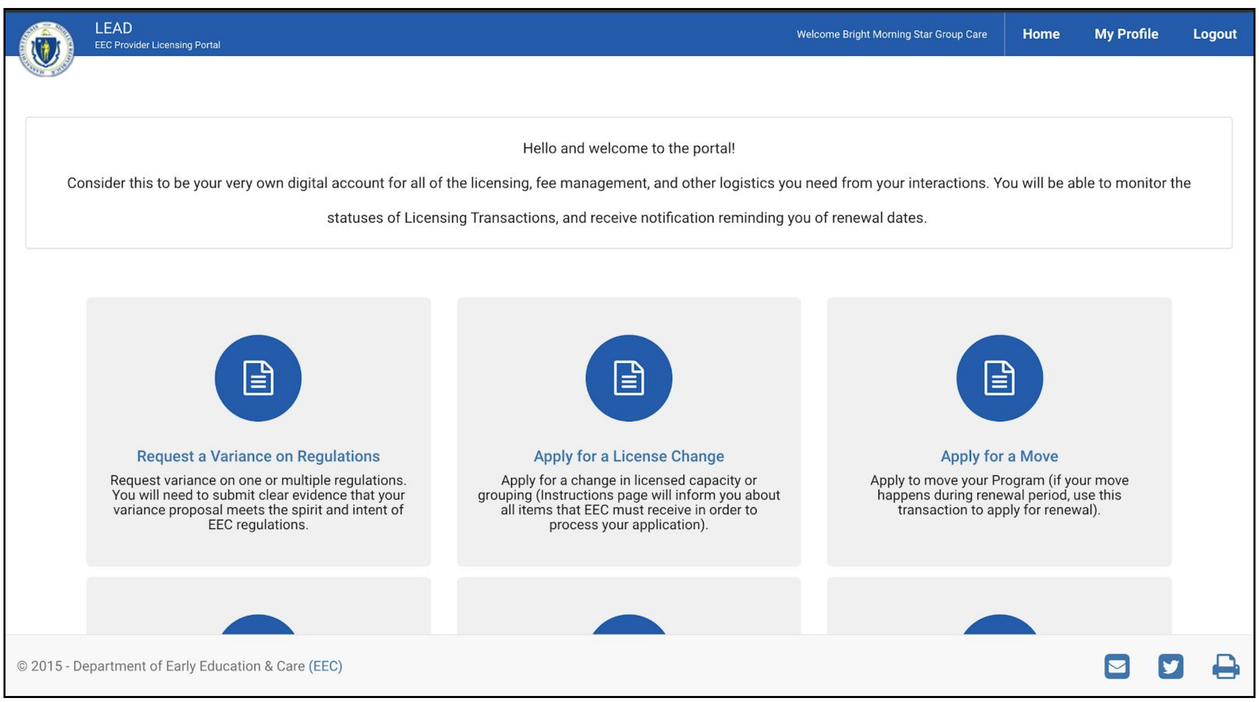
- Salesforce Community portal - For Licensing Applications
- Salesforce Platform - For DHHS Staff
- Mulesoft - Integration with external systems
- Docusign - For Electronic Signatures



MTX Permits and Licenses Application

The Permits and Licenses Application has been fully developed on Salesforce's powerful Force.com platform. It enables flexibility and scalability at the highest level possible. The app is designed to transform end-to-end permitting and licensing experience for applicants and all other parties related to the process. MTX Permits and Licenses enables full lifecycle application, processing, reviewing and granting within an intuitive online portal that is highly configurable and scalable to meet client's unique needs. Whether new applications or renewals, individuals or businesses, this app supports everyone.





Key features include:

- Highly configurable workflows
- Intuitive user interface
- Shortened application submissions and approval times

- Portal Community
- Electronic Signatures and Payments
- Flexible Applications
- Resource Library

Docusign Esignature

The DocuSign Agreement Cloud for Public Sector lets public servants focus more time on their mission, bringing together a comprehensive set of applications and integrations to modernize government agencies' systems of agreement. DocuSign Agreement Cloud customers are empowered to digitally transform end-to-end processes for all agreements, including signing, approving, and managing complex documents. The result is government entities that are faster, simpler, smarter, and greener.

The eSignature solution is trusted by hundreds of millions of users. From sales contracts and offer letters to account openings and invoices, agreements are everywhere. With DocuSign eSignature, you have the ability to complete contracts, approvals, and other agreements in minutes rather than days. And because it's part of the DocuSign Agreement Cloud, you can extend these benefits to other stages of the agreement process, such as preparing, acting on, and managing agreements.

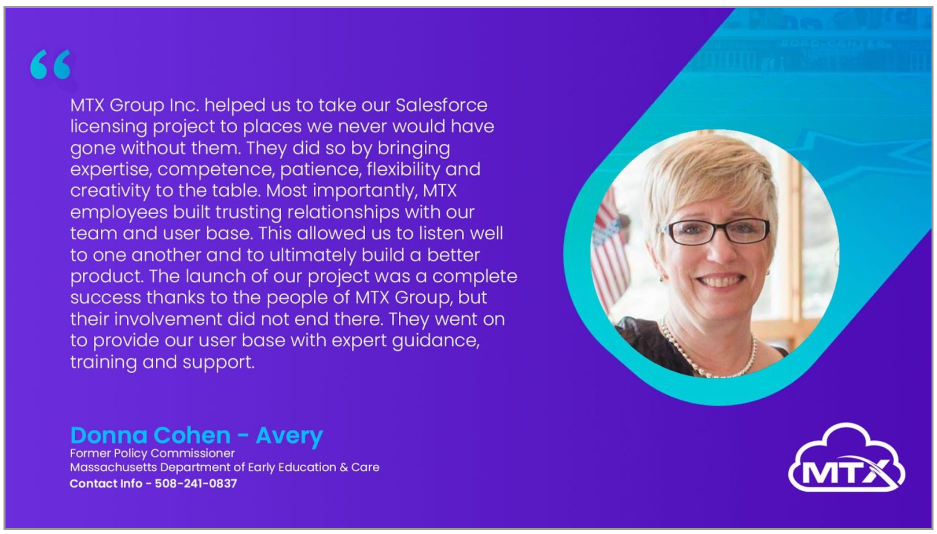
Benefits of Docusign esignature include:

DocuSign eSignature accelerates agreements, eliminates manual tasks, and makes it easy to connect with the tools and systems you're already using.

- Do business faster: Send and sign agreements securely from virtually any device. Up to 82% of agreements are completed in less than a day, and 49% in less than 15 minutes.
- Be more efficient: DocuSign eSignature eliminates manual tasks and increases convenience for your customers and employees.
- Save money: DocuSign eSignature saves an average of $36 per agreement by reducing hard costs and improving employee productivity.

Agencies View Us as a Trusted Partner

The MTX project team will rely on their collective experience in building applications on the Salesforce platform developed through work with a variety of state agencies across the US to deliver a best in class solution to The Department of Health and Human Services. MTX creates cloud-based complex yet user-friendly applications. The Massachusetts Department of Early Education and Care engaged MTX to transform its licensing and associated business operations using Salesforce. A testimonial from Donna Cohen - Avery, the key stakeholder at EEC during the time of implementation, is below.



MTX is a trusted partner for public sector organizations, state & city agencies in 15 US states. We have rich and varied experience in executing end to end digital transformation in the public sector including several marquee agencies such as NYPD, NYC DOHMH, City of Boston, TML Health in Texas, NYS DOH, Administration & Finance in MA etc.

MTX has made serving the public sector a key focus of our business. We partner with our clients to guide them through enterprise-level design and strategy which enables visualization of project objectives. Agencies and Departments include Central IT, Human Services, Health Services, Transit, Family and Children, Alcohol and Beverage Control, Housing, Public Safety, Public Works, and Energy.

MTX Delivers Rapid Results

MTX has developed a detailed project plan that includes all project activities, material and other product services and reports to be generated. A summary view of the project plan developed is as shown below:

TASK	START	END
Initiation	**06/29/20**	**07/03/20**
Project Kickoff	06/29/20	06/29/20
Develop Project Plan	06/29/20	07/03/20
Discovery & Design	**07/06/20**	**07/24/20**
Conduct Requirements Workshop	07/06/20	07/10/20
Develop Design Diagrams	07/13/20	07/17/20
Conduct Requirements Review and Obtain Sign Off	07/13/20	07/17/20
Development & Quality Assurance	**07/27/20**	**10/23/20**
Development Iteration 1	07/27/20	08/14/20
Development Iteration 2	08/17/20	09/04/20
Development Iteration 3	09/07/20	09/25/20
Development Iteration 4	09/28/20	10/16/20
Quality Assurance Testing	10/19/20	10/23/20
User Acceptance Testing	**10/26/20**	**11/6/20**
Execute UAT and Test Cases	10/26/20	11/06/20
Support User Acceptance Testing	11/09/20	11/09/20
Training & Change Enablement	**11/09/20**	**11/13/20**
Conduct Training	11/10/20	11/12/20
Sign Off Training	11/13/20	11/13/20
Production Prep and Go Live	**11/16/20**	**12/04/20**
Production Go Live	11/16/20	11/20/20
Post Go Live Warranty	11/23/20	12/04/20

a. Bidder Identification and Information

MTX was founded and organized under the laws of the state of New York in 2008, in Albany County, New York as MTX B2B Solutions LLC and later reorganized into MTX Group, Inc. With approximately 260+ employees, MTX is proudly represented globally with zero failed projects to date. In addition, we have maintained 0% attrition in 2019 as we continue to invest in our culture based organization. Albany, NY office is the HQ of MTX Group.

b. Financial Statements

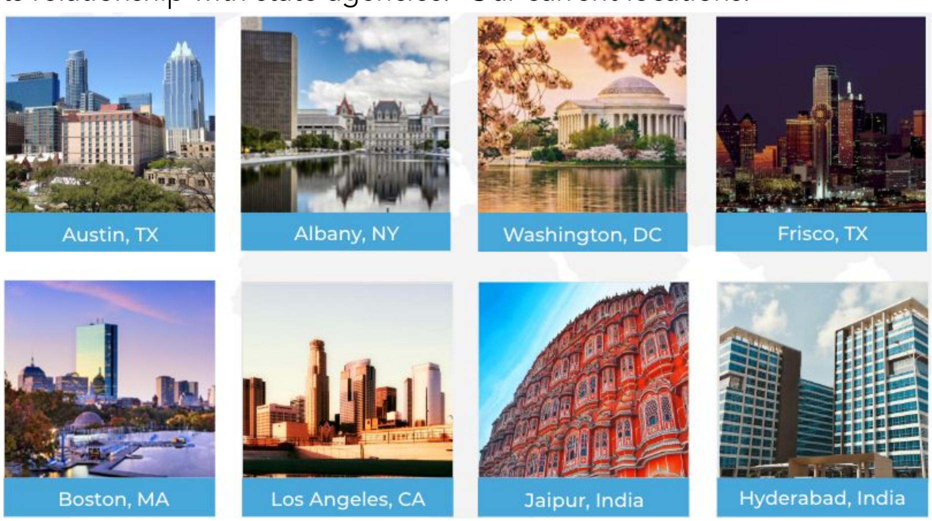
Please find MTX's financial statements attached with this submission.

c. Change of Ownership

No such condition exists

d. Office Location

With repeated success across 16 states, MTX continues to invest in regional offices to further strengthen its relationship with state agencies. Our current locations:



MTX plans to expand regional offices in these territories in 2020:

1. Concord, NH - January 2020
2. Montepelier, VT - March 2020
3. Sacramento, CA - January 2020
4. Atlanta, GA - July 2020
5. Salt Lake City, UT - April 2020

All remote resources proposed for this engagement with the State of Nebraska will be available for onsite sessions as needed throughout the implementation.

e. Relationships with the State

No such condition exists

f. Bidder's Employee Relations to State

No such condition exists

g. Contract Performance

No such condition exists

h. Summary of Contractors Corporate Experience

New Hampshire Governor's Office - Citizens Services & Case Management

MTX engaged The Office of Citizen Services (OCS) while they were handling their cases in an outdated database. The goal of the engagement was to onboard these cases into the Salesforce Platform.

The solution that MTX proposed included a case management application which would allow the OCS to keep track of different types of cases, contacts, and accounts. Also to be able to capture the correct information needed to run various types of reports.

MTX built and deployed reusable components by case type and automated case routing workflow to replace a manual case triage process. This solution accelerated time to response, provided quick access to information, and simplified the approval process.

The Governor's staff is now able to manage their daily case loads easily through Salesforce. Additionally, all invitations are now tracked efficiently for the Governor which is very important during election time.

Prime/Subcontractor	Prime
Proposed Cost	$56,000
Actual Cost	$63,000 (approximately)
Proposed Schedule	12 Weeks
Actual Schedule	14 weeks
Contact Information	
Name	Kim Miller
Title	Project Manager

Address	64 South St, Concord NH
Phone	603-230-3455
Resources & Roles	
Resources in this project ● Business Analyst: Gaurang Goradia ● Project Manager: Fahmida Chowdhury ● Technical Architect: Nick Whitney, Alex Phillips ● Technical Lead: Deep Vakharia ● Platform Developer: Dipendra Dadhich, Harshit Jain, MD Yaqub ● QA: Piyush Pathak ● Engagement Manager: Das Nobel	

Rochester Transportation Authority - Call Center, Case Management & Customer Portal

RGRTA had an issue with efficiency due to multiple disjointed systems in use, lack of visibility on contact and case details, and a severely lacking external communication system. The main goal of this initiative was to improve visibility and 360-degree view of customers, connect with customers via SMS using Twilio and increase ridership by understanding what customers are looking for with regard to services.

Detailed design, development and testing were conducted with each build and release sprint. In most cases, each sprint resulted in features, functions and products that were near production ready. Later sprints in the project lifecycle focused on performance of end-to-end solution testing (functional and nonfunctional) as well as a parallel production pilot, where the RGRTA system was tested in production with a small, pilot user group. The parallel production pilot enabled the project team to verify that the RGRTA CRM produced the same results as the legacy application.

Prime/Subcontractor	Prime
Proposed Cost	$486,617
Actual Cost	$486,617
Proposed Schedule	7 Months

Actual Schedule	7 Months
Contact Information	
Name	Mark Contestable
Title	Program Manager
Address	1372 East Main Street Rochester, NY 14609
Phone	(585) 654-0712
Resources & Roles	
Resources in this project ● Technical Lead: Alex Phillips ● Salesforce Administrator: Fahmida Chowdhury ● Program Manager: Das Nobel ● Technical Architect: Jonathan Choy ● Data Consultant: Ryan McCormick ● Developer: Farman Shaikh ● QA: Hina Mahajan ● Trainer: Brian Sacks	

Massachusetts Department of Early Education and Care - Licensing & Compliance Enforcement

The Department of Early Education and Care is Massachusetts' lead agency for administration of all public and private early education and care programs and services. Some of the challenges they faced were dealing with lengthy paper based processes, difficulty in scaling legacy systems to the influx of transactions, and a lack of integration for ancillary systems based around customer support. In collaboration with the Early Education and Care team, MTX was able to implement a solution to optimize the licensing operation process, thus eliminating program gaps, while also determining the most effective ways to leverage best practices.

The Department of Early Education and Care is now able to deliver superb customer service to its constituents through the online licensing portal, while also reducing the need for providers to call or travel to offices in order to wait in queues to then have to submit paperwork and check progress. Staff morale was subsequently boosted from having a better set of workflow processes, while also receiving very positive feedback from the 12,000+ providers community.

Prime/Subcontractor	Prime
Proposed Cost	$750,000 (licensing phase)
Actual Cost	$750,000 (fixed fee budget)
Proposed Schedule	6 months
Actual Schedule	6 months
Contact Information	
Name	Andrew Eppich
Title	Director of Licensing Policy
Address	51 Sleeper St
Phone	631-786-8503
Resources & Roles	
Resources in this project ● Business Analyst: Gaurang Goradia ● Salesforce Administrator: Fahmida Chowdhury ● Platform Developer: Rajat Jain ● Technical Architect: Nick Whitney ● Program and Project Manager: Das Nobel ● Program Architect: George Acker ● Platform Developer: Farman Shaikh ● QA: Hina Mahajan, Ashotush Sharma ● UXUI: Tony Montemorano ● Change Enablement: Pete Callahan	

i. Summary of Contractor's Proposed Personnel/Management Approach

Team Member	Experience	Responsibilities

Das Nobel Executive Sponsor 	• Chief Executive Officer and Founder of MTX Group, Inc. • Over a decade of Salesforce experience including 6 years of Community Portal, 5 years of Licensing experience, and a wealth of knowledge on all facets of the Salesforce ecosystem. • Led MTX Group, Inc. from a Sliver Level to a Gold-Level Partnership with Salesforce.com—MTX's infrastructure and software-as-a-Solution partner on which we build and implement FEDRamp-certified Government cloud-application solutions. • Currently executing and expanding a successful strategy to match high-value teams of experts with Public Sector clients to implement cloud-based application solutions that modernize and create a more efficient, accessible, and digitally-secure government.	• Holds himself accountable for the overall success of the project and your organizational goals as agreed on in the Statement of Work and project success criteria. • Das provides exceptional communication skills and the required high level of emotional intelligence to clear away murky political and team roadblocks. • He transforms change-resistance into clear-sighted motivation and alignment to achieve your organization's ultimate project goals. • Additionally, he hosts the executive alignment workshop as well as other engagements that make sense for your specific project and organizational goals.

Team Member	Experience	Responsibilities

Dagmar Sousa Senior SCRUM Master 	• MBA in Project Management • Agile project management oversight for 20+ years • Marquee projects include the NYPD, Massachusetts General Insurance Commission, NYC City Administrative Services, NYC DCAS, NYC Sanitation and the NYS Department of Health • Goal-oriented team leader and dedicated team player with proven success managing multiple simultaneous projects.	• Senior-level project management. • Main source of communication between Nebraska and the MTX project team. • Regular status reports to Account Manager and Executive Sponsors. • Milestones, finances, billing, and issue management. • Coordinates with the Project Manager for any Scope Changes or SOW-related issues.

Team Member	Experience	Responsibilities

Nick Whitney Technical Architect 	• Eight years of Salesforce experience with 6 years of Community portal and 2 years of Licensing • Certified Salesforce Administrator, Advanced Administrator, Sales Cloud Consultant, Service Cloud Consultant, Data Architecture and Management Designer, Sharing & Visibility Designer, Platform Developer I, Development Lifecycle & Deployment Designer, Identity & Access Management Designer, Integration Architecture Designer, System Architect, Application Architect, CPQ Specialist • Salesforce Access Management, Sharing, and Visibility Designer • Salesforce Administrator and Force.com Developer	• Architecture landscape design across depth and breadth of different technology stack. • Understands data sources, provides support in migration design and provides customer data from sources in the appropriate format. • Coordinate and conduct any data transformation, cleansing, and de-duplication. • Security vulnerability and assessment activities.

Team Member	Experience	Responsibilities

Joe Pietras Solution Architect 	• 6 Years of Salesforce experience with 5 years of Community portal expertise. • Salesforce Advanced Administrator, Service, and Sales Cloud Consultant • Salesforce Developer • Salesforce Platform Application Builder	• Enforces Salesforce.com best practices and coding standards. • Oversight and direct management of all development resources. • On-time and on-target delivery estimates. • Unit and system testing. • Staging and production code. • Close cooperation and planning with your Project Manager.

Team Member	Experience	Responsibilities
Gaurang Goradia Business Analyst 	• Certified Scrum product owner • Program Management Certification • Product and Project Management and Quality Assurance in various industries including Healthcare and Finance on a variety of SaaS, E-commerce, Data Warehousing and Business Intelligence applications.	• Monitor and maintain awareness of Salesforce platform releases and impacts on customers/projects. • Develops the architectural framework, including the design of the processes, system behaviors, and user interaction • Understands data sources, provides support in migration design, and coordinates data transformation, cleansing, and de-duplication.

Team Member	Experience	Responsibilities
Debra Engels Change Enablement 	• Debra brings over 20 years of Change Enablement strategy and implementation expertise as well as deep knowledge and experience in corporate communication, learning and development, and employee behavior sciences • Past experience includes the Center for Creative Leadership and Executive Leadership Development Program • Debra is a Lean Six Sigma Yellow Belt Project Champion • She has 15 years of CRM experience with 8 years of Salesforce experience and 6 years of Community portal experience	• Facilitates the creation of a project vision, goals, and objectives which drives all Change Enablement and development activities • Conducts Readiness assessment surveys and stakeholder interviews to determine organizational readiness • Provides detailed stakeholder impact analysis to guide all Change and Training efforts • Creates advocacy program design - peer network and leadership • Guides team in creating a brand and marketing plan • Executes on detailed change plan including Marketing, Communication, Leadership Engagement Plan, Advocacy Network, and Training Plan.

j. Subcontractors

MTX is not proposing the use of any subcontractors for this engagement with Nebraska.

Pricing Proposal

The following table details all of the costs associated with this engagement.

Bill of Materials		
Deliverable	Frequency	Cost
MTX Implementation	One Time	$ 943,700.00
Docusign Licensing	Annual	$ 510,000.00
Middleware (Mulesoft)	Annual	$ 232,092.00
Salesforce Licensing	Annual	$ 738,581.43
Grand Total		**$ 2,424,373.43**

The following table details each phase that will be included in the total MTX implementation period.

MTX Deliverable	Cost
Project Initiation	$ 40,000.00
Discovery and Design	$ 54,370.00
Configuration and Development	$ 424,665.00
User Acceptance Testing	$ 108,740.00
Go Live	$ 80,000.00
Change Enablement and Training	$ 94,370.00
Post Deployment Support	$ 141,555.00
Grand Total	**$ 943,700.00**

Business Requirements Matrix

Bidder Requirements

<table>
<tr><th>Req #</th><th>Requirement</th></tr>
<tr><td>BID-1</td><td>Provide a Draft Project Management Plan.</td></tr>
<tr><td colspan="2">Please refer the detailed project plan in the section above - "MTX Delivers Rapid results"</td></tr>
<tr><td>BID-2</td><td>Describe the anticipated data conversion timeline, including the rollout strategy and when full implementation will be achieved.</td></tr>
<tr><td colspan="2">Please see MTX's proposed timeline detailed above.</td></tr>
<tr><td>BID-3</td><td>Describe how the system automatically expands text boxes based on the amount of text entered. Fields of adequate length for data elements and narrative text notes are required, as well as being able to view a significant portion of text notes without scrolling.

DHHS is seeking a configurable system that does not have unreasonable data entry limitations and that allows large sections of comments to be seen in their entirety without scrolling. Some examples include inspection and investigation description entry fields, licensee record notes, and name and address fields. The Contractor must provide the data dictionary within thirty (30) calendar days following contract execution.</td></tr>
<tr><td colspan="2">Salesforce supports long text areas which allows up to 131,072 characters that display on separate lines. Any length from 256 to 131,072 characters is allowed. Using field configuration one set how many lines this field should display by default. Also adjust the page layouts. Scroll bar auto appears and on the UI users can adjust the height accordingly.</td></tr>
<tr><td>BID-4</td><td>Describe the age, development stage, and robustness of the system, including mobile and synchronization capabilities.</td></tr>
<tr><td colspan="2">Salesforce is a highly scalable and robust platform. It scales as per the customer demands.

Salesforce Mobile
Mobility is a native capability of the Salesforce Platform. The Salesforce mobile app is built on the Salesforce Platform and provides your organization's users with a completely unified mobile experience across a variety of mobile devices, including iOS and Android smartphones and tablets. Virtually all functions in the application proper can be accessed through our Salesforce mobile app such as collaboration, workflow and approvals and much more. Mobile support is standard, out-of-the-box functionality and requires no customization</td></tr>
</table>

or 3rd party mobile application development tools. Configure your enterprise app once and it's instantly mobile from the get-go. The Salesforce mobile app allows your organization's users to access Salesforce solutions from anywhere, bringing all of the Salesforce customizations, configurations, settings, and data to any device. Salesforce mobile app can be instantly distributed to mobile users each time a new app is created – with no deployment headaches. With the power of the platform, administrators can build applications on the desktop and then mobile-enable them with just a few clicks. From custom tabs and configurations to Salesforce pages and more, your organization can tailor mobile deployments for individual users or groups so that everyone is ultra-productive, no matter where they are located. Mobile enables your organization to: develop and run mobile and desktop apps on a single cloud computing platform; create customized mobile profiles that are specific to a user or group's needs; and push customizations over the air automatically so users never have to sync devices	
BID-5	Describe the update cycle of the licensure software system, such as how often new versions will be implemented.
Please refer to the Technical Requirements Matrix section, response to question STN-12.	
BID-6	Describe any compatible software packages used to create reports, templates, correspondence, etc., and how the software package versions are updated to ensure compatibility with DHHS versions.
Please refer to the Technical Requirements Matrix section, response to question STN-12.	
BID-7	Describe the document scanning methodology used, including compatible software packages that interface with the system, and how documents are attached, referenced, and deleted from license records. If the system does not have an integrated scanning/attachment module, describe the proposed electronic documentation system. Describe how the software package versions are updated to ensure compatibility with DHHS versions. DHHS currently scans paper documents with a copier. DHHS also receives already-scanned documents In either case, DHHS will need to attach those documents to the licensee record.
Document scanning methodology We intend to integrate the system with Vision-E for document scanning. However, Salesforce allows uploading documents and attachments easily to any record. The user can also delete the document if needed. With respect to software version control and update please refer to the Technical Requirements Matrix section, response to question STN-12.	
BID-8	Provide the hours that live technical support is available, and describe the method(s) by which it is provided, to facilitate quick resolution of problems.

MTX offers Post-Launch Support services following Go Live. These can be tailored to the client, based on their internal capabilities and preferences for MTX's ongoing involvement with the program post-launch.

Salesforce Premier+ Success Plan

The Premier+ Success Plan provides priority case routing, 1-hour response time for critical issues, 24x7 phone support, unlimited usage of our entire online course library, and access to a team of expert Salesforce administrators. This comes with additional cost to the customer. Benefits of the Premier+ Success Plan include:

- 24x7 toll-free phone support
- Priority case queuing and routing
- Quick initial 1-hour response time for critical issues
- On-demand training for administrators, developers, and end users via Trailhead
- Access to our pool of Salesforce Certified Administrators who can configure and maintain your Salesforce edition
- Access to a library of more than 90 Premier Accelerators (1-on-1 coaching sessions with Salesforce experts help you take advantage of key Salesforce capabilities)
- Around-the-clock access to an online, searchable knowledge base, with answers to the most commonly asked support questions
- Ability to ask questions and get answers from the Success Community, a thriving hub of Salesforce partners, experts, and customers
- Access to Success Managers that are product and market experts who assist with Salesforce product adoption and utilization
- Ability to boost productivity with Premier Apps - apps are developed, supported, and maintained by Salesforce to help you automate key features, find the right answers, reduce support cases, and get the most out of Salesforce
- Access to Circle of Success interactive group discussions to learn best practices or troubleshoot situations with peers
- Developer Support
- Certification Prep Courses and certification practice exam access
- Premier Success Review to measure usage and trends
- More than 100 administrative services
- Ability to participate in exclusive events where you can learn best practices and strategies with Salesforce experts

BID-9	Provide a draft Contract Closeout Plan which includes all the items specified in Section II. Terms and Conditions, V. Contract Closeout. The State intends to award a single contract for all services.

The contact closeout plan can be discussed upon award.

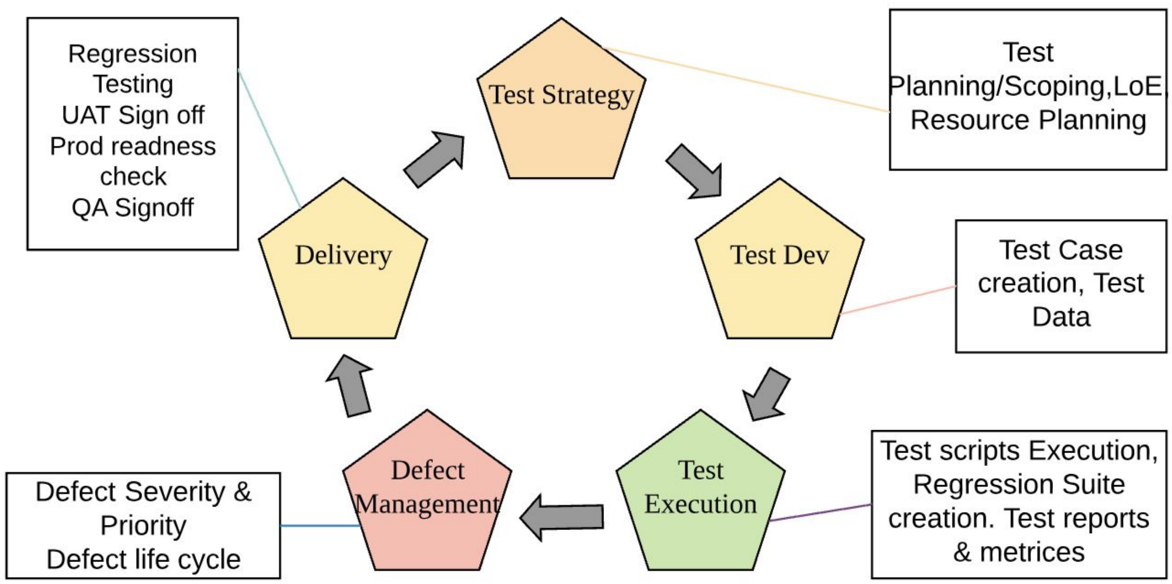
BID-10	Provide ALL governmental regulatory entities that are currently using bidder's licensure software system, if any, and provide names and phone numbers of the entities' system administrators.

Kentucky Alcoholic Beverage Commission:
Alberta Rarrieck
alberta.rarrieck@ky.gov
(859) 910-9631

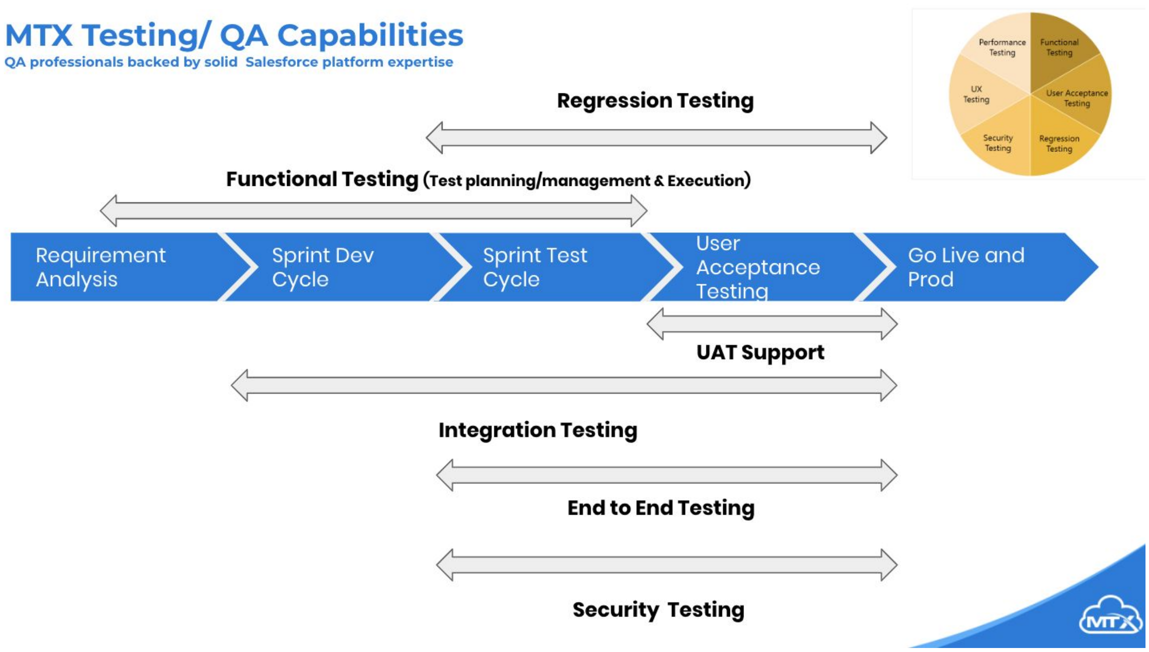
Massachusetts Dept. of Early Education and Care:
Andrew Eppich
andrew.eppich@mass.gov
(631) 786-8503

BID-11	Describe the methods for developing and maintaining test scenarios, test sets, test cases, and test steps. Testing Methodologies must also address the approach to documenting test procedures and test results.

QA strategy
QA within Agile



QA within MTX Delivery Life Cycle



Refer response to PTT-4 for detailed description on the testing methedologies.

BID-12	Describe how the system provides application controls to prevent unauthorized use, maintain system process controls, and log all transactions. In addition, the system must provide security to limit availability to application functionality, software screens, data records, data elements, and data element values where appropriate.

Please refer to the Security section in the Technical Requirement matrix for our detailed response on prevention of system usage from unauthorized users.

General System Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
GEN-1	Describe how the system includes intuitive, user-friendly dashboards and work queues for each staff person to process multiple steps within the system. Dashboards must be easy to configure to staff preferences and needs. The system must track and produce timely staff alerts that are configurable by license type, and place them into the work queue of the appropriate staff for	Y	Y	Y	

	processing. The system must include an intuitive way to view and transfer items between staff dashboards or work queues as needed. The system must automatically log communication, documentation, and changes to the records. The system must allow printing and reprinting of documents as needed. Data entry must update the database in real time. For example: (1) an application is submitted and placed on a data entry queue; (2) after entry, the application would move to an applications pending/checklist queue; (3) after all items are received and checked off, the application would move to a license issuance queue, which would include generating and printing licensure documents such as wall licenses, wallet cards, and certifications.				
The functionality can be carried out using Case Management, configuration of queues and reports and Dashboards.					
GEN-2	Describe how the system will allow more than one user to be in the same licensee record at the same time, but allow only one user to make changes within the same part of the record at the same time.	Y	Y		
This is a standard Salesforce platform feature to allow multiple workers to be working at the same time without affecting others because of the Salesforce multi-tenant architecture.					
GEN-3	Describe how the system will update the database as data is entered in real time, and keep a history of the changes made, who made them, and when.	Y	Y		
This is a standard Salesforce platform feature.					
GEN-4	Describe how the system will provide customized views and available functionality by user group or role (role-based security). The system must allow non-relevant or non-public items to be hidden based on the user group or role.	Y	Y		
The functionality can be carried out by setting up of the role-based hierarchy and also other security model configurations.					

<table>
<tr><td>GEN-5</td><td>The system administrator must be able to limit the data elements that are available within a given security level for data searches and reports, so that data will not be released inadvertently. The system administrator must be able to define each data field as either public or restricted, and have restricted information available only to appropriate staff based on roles.</td><td>Y</td><td>Y</td><td></td><td></td></tr>
<tr><td colspan="6">This is a standard Salesforce platform reporting and dashboarding feature.</td></tr>
<tr><td>GEN-6</td><td>Describe how the system will allow for administrator rights to oversee the systems, including the ability to configure multiple access rights and security levels based on user security profiles, to import/export/update/change data, and to configure and generate reports.</td><td>Y</td><td>Y</td><td></td><td></td></tr>
<tr><td colspan="6">The functionality can be carried out by setting up the security-model according to the access need and all the data import/export/update change can be carried out using data import/export wizards.</td></tr>
<tr><td>GEN-7</td><td>Describe how the system will attach documents, videos, photos, correspondence, and other documentation to licensee records by date, item category, security/access level, retention schedule, etc., as identified by staff. Describe how records will be stored and deleted according to the DHHS and State retention schedules.</td><td>Y</td><td>Y</td><td></td><td></td></tr>
<tr><td colspan="6">This functionality can be carried out by attaching the files of various formats to the desired records in the files related list which can be added to the page layout by the admin.</td></tr>
<tr><td>GEN-8</td><td>Describe how the system will have the capability for staff to designate the documents and data items that will be made available for online public access as they are entered.</td><td>Y</td><td></td><td>Y</td><td></td></tr>
<tr><td colspan="6">Designation would be carried out by setting up an approval process and customization according to the needs of the user.</td></tr>
<tr><td>GEN-9</td><td>Describe how the system will allow third-party updates to applicant and licensee records.
Some examples include:
1. Allow educational institutions to submit data regarding education on a licensee’s</td><td>Y</td><td></td><td>Y</td><td>Y</td></tr>
</table>

	record. 2. Allow employers to submit nurse aide employment information, including adding new hires, updating current nurse aide rosters, and adding employment end dates, to update nurse aide applicant and licensee records. 3. Allow employers to enter and update license information for licensed employees. 4. Allow the child care rating system to add/update a rating level to a licensee's record.				
Inclusion of any third party will be carried out by integration to the external system via mulesoft APIs.					
GEN-10	Describe how the system will facilitate and document electronic and other correspondence, communication, and documentation, and automatically link it to the correct applicant/licensee records, complaints, inspections, disciplinary actions, non-disciplinary actions, etc. The system should save all incoming and outgoing communications within the applicant or licensee record, and provide a log for conversations via email, text, phone, in-person, etc. The system must provide templates for documents, reports, correspondence, etc., and allow staff to revise templates and create new documents and correspondence as needed.	Y	Y	Y	
All these requirements can be carried out using configuration and customization according to the need of the business process.					
GEN-11	Describe how the system will have an integrated validation module built into the software to ensure data submitted is accurate and valid. Spell Check is required. For example, to ensure that text is not entered into date or numeric fields, numeric data into alpha text fields, etc.	Y	Y		
Browser-based spell checking can be used to do spell checking within the fields.					
GEN-12	Describe how the system will allow staff to set the records retention schedule for documentation at	Y	Y	Y	

	the time of entry/creation, and automatically notify staff when documents are eligible for destruction, based on a specified destruction date. Staff must be able to approve destruction or change the destruction date as needed.				
This requirement would be carried out by setting up an approval process and customization according to the need of the business process.					
GEN-13	When working with a licensee record, describe how the system will be able to list all of the addresses associated with the license, and provide an option to print a selected address on an envelope or label without creating a mail merge into another document.	Y	Y	Y	
This is available out-of the box feature in Salesforce and can be carried out with customization according to the need of the business process.					
GEN-14	Describe how the system will store images, letterhead, templates, and electronic signatures used on multiple documents in one location.	Y	Y		
Using the Documents tab, in Documents object in Salesforce which is the Out-of-the-box functionality.					
GEN-15	Describe how the system will verify all addresses and zip codes as the data is entered, such as validating entries against a USPS Address lookup file, and provide the option to input the recommended address information instead. ZIP+4, the additional 4 digits of the zip code, should be added by the system based on the address chosen.	Y		Y	
Inclusion of any external will be carried out by integration to the external system via mulesoft APIs and validation using Salesforce customization.					
GEN-16	Describe how the system will allow data searches on each data and text field and on combinations of several data fields. The system should include partial name and "sounds like" search parameters. A minimum of 15 search results should show on a screen at the same time with no scrolling required to view them, with additional results available by scrolling.	Y	Y		

This is available out-of the box feature in Salesforce.					
GEN-17	Describe how the system will track licensees and link the records of all of their licenses, the full history of each license, all related documentation, and all disciplinary actions in progress and taken against each license. When a new application is entered for an individual or establishment, a notification regarding any other licenses associated with the applicant must pop up during data entry.	Y		Y	
This is available out-of the box feature in Case-Management and the notifications can be triggered using Salesforce customization.					
GEN-18	For licensees that have more than one license in process, describe how the system will display multiple application status checklists at once. For example, display both checklists for an individual that has both a PLADC and PLMHP application pending, or all applications, names, and street addresses associated with an establishment.	Y		Y	
This requirement can be achieved by customization in Salesforce.					
GEN-19	When an applicant is issued a new license, describe how the system will have the capability to automatically null and void specific licenses previously held by the applicant, as specified by staff for the license type, within the same license type or other license types. Examples include: 1. If an APRN license is issued to Brad, his current RN license would remain active. 2. If an LPN license is issued to Janet, her current Medication Aide license would be made null and void. 3. When Diane's Child Care is approved for an operating/non-expiring license, the current provisional license will be made null and void on its expiration date, and a non-expiring license issued at that time.	Y		Y	

This requirement can be carried out using customization.					
GEN-20	The system administrator must be able to initiate, modify, and configure Nebraska-specific requirements for each license type. Core information is consistent between the different licenses.	Y		Y	
This can be achieved by customization by development of a lightning component using record types for different license types.					
GEN-21	Describe how the system will calculate averages, percentages, days between, deviations, etc. between multiple data elements.	Y		Y	
This requirement can be carried out using customization.					
GEN-22	Describe how the system will accommodate AKA (also known as) identification, previous names, and DBAs (doing business as) for licensees who either legally change their name or go by another name. The system must track and associate facility name, ownership data, and survey results by the facility address, such as the record for a nursing home at 123 Main St. shows a history of the companies and DBAs that operated the nursing home, and all inspection results and compliance findings for the facility.	Y		Y	Y
Inclusion of any external will be carried out by integration to the external system via mulesoft APIs and validation using Salesforce customization.					
GEN-23	Describe how the system will incorporate data entered online (sometimes automatically and sometimes after staff approval); auto-fill information that has been duplicated in other parts of the database, checklist, or license information document; and allow staff to update that information as needed. All changes, as well as the staff person making/approving the changes, should be documented and the old information archived.	Y	Y	Y	
This requirement can be carried out using Salesforce approval process along with some customization.					

GEN-24	If an individual licensee's contact information is updated on one license, either online or by staff, records for all licenses held by that licensee must automatically be updated.	Y	Y		
This is the Salesforce out-of-the box feature.					
GEN-25	The system administrator must be able to access and edit the questions/instructions/etc. on renewals, applications, and all other forms/templates, whether online and paper.	Y		Y	
All the fields can be given access level [read/edit/delete/update] according to the roles and profiles of the user in the system.					
GEN-26	Describe how the system will accommodate input of historical / legacy license records with limited data and documentation. All data needs to be migrated (active/inactive), be editable, and be used in reports.	Y	Y		Y
Data migration can be carried out using Slaesforce import /export wizard and inclusion of any external data will be carried out by integration to the external system via mulesoft APIs and validation using Salesforce customization.					
GEN-27	Describe how the system will support entity types and address types. Examples of entity types are as follows: individuals, businesses, facilities. Address change capability must be available to individual licensees at any time on the website, and as part of renewals. Only individuals can change their address. Establishments are not allowed to change their address. Reference Attachment One, Type and Number of Licensees.	Y		Y	
Addresses or any other fields data can be changed by the user which is a standard Salesforce out-of-the-box functionality if the user has the proper access-level.					

Initial Licensure and Examination Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ILA-1	For individual licensees, describe how the system will capture and maintain core demographic information. Core demographic information must include at a minimum: 1. Name, including first, middle, last, maiden, AKA, etc. 2. Date and place of birth 3. Social Security Number – the full number must not be displayed in any reports or other documentation unless approved by DHHS 4. Contact preference, identified as phone, text, email, mail, etc. 5. Multiple email addresses, identified as home, work, school, designated contact address, etc. 6. Multiple phone numbers, identified as home, work, cell, notification text, etc. 7. Home address 8. Multiple mailing addresses (work, home, etc.) 9. Date of death 10. School, education type, and date of graduation, with drop-down lists of approved schools and coursework 11. Type and date of examination, pass/fail notation, and ratings or grades received, if any 12. Application/license type, issuance date, license status, license number, unique person identifier, and basis on for license issuance 13. Compact-related information, including declared state of residence and declaration date 14. Description of all disciplinary action pending or taken against the licensee, including the type of disciplinary action, the effective date range of the disciplinary action, a description of the basis for disciplinary action, etc. 15. Any additional data fields DHHS deems	Y	Y	Y	

	appropriate.				
This can be achieved through configuration of standard Salesforce features. Within Salesforce all the necessary objects and fields can be configured which are required for capturing individual licensees demographics.					
ILA-2	For establishment licensees, describe how the system will capture and maintain core demographic information. Core demographic information applicable to the license type, must include at a minimum: 1. Physical location of the establishment 2. History of establishment ownership and compliance by physical location 3. Contact preference, identified as phone, text, email, mail, etc. 4. Multiple email addresses, identified as work, designated contact address, etc. 5. Multiple phone numbers, identified as desk, cell, fax, notification text, etc. 6. Licensee name, DBA name, facility number, license type, license number, issuance date, expiration date, status, and basis for license issuance 7. Occupancy certificate, including date and issuing authority 8. Multiple mailing addresses and contact information (corporate headquarters, branch/satellite/off-site/practice locations, etc.) 9. Ownership information, including names, dates served, physical location, contact information, ownership type, non/profit status 10. Number of beds/capacity 11. Population served, including hours and age ranges for child care licensees. 12. Geographic service area (multiple county names with start and end dates per county) 13. Services provided (multiple entries with start and end dates per entry)	Y	Y	Y	

<table>
<tr><td></td><td>14. Management personnel (multiple entries with start and end dates per entry)
15. Disciplinary history, including each disciplinary action taken, start and end dates of each action, and a summary of the situation that resulted in the disciplinary action
16. The establishment's TIN/FIN/W-9
17. Any additional information DHHS deems appropriate.</td><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="6">This can be achieved through configuration of standard Salesforce features. Within Salesforce all the necessary objects and fields can be configured which are required for capturing establishment licensees demographics.</td></tr>
<tr><td>ILA-3</td><td>Describe how the system will calculate prorated fees and initiate refunds for individual licenses and groups of licenses, based on license type-specific requirements.

For example, Jane applied for an RN license in July, with payment of $123. Jane met all requirements for a nursing license on October 15. The nursing renewal date is October 31. If Jane chooses to have her license issued on October 15, the system must automatically calculate and default to the prorated fee ($30.75), and initiate a refund if necessary ($92.25).</td><td></td><td></td><td>Y</td><td></td></tr>
<tr><td colspan="6">A custom code can be used to calculate based on the logic to calculate the prorated fees. Based on the values that are being stored on the records.</td></tr>
<tr><td>ILA-4</td><td>Describe how the system will generate/document license issuance correspondence and licenses after all licensure requirements are met, and accommodate/schedule license issuance dates in the future.

For example, Jane met all requirements for a nursing license on October 15. The nursing renewal date is October 31. If Jane chooses to have her license issued after the renewal date, the system must track her future license issuance date and generate a license on the specified date.

Another example: a provisional child care licensee has met all requirements for an operating/non-expiring</td><td>Y</td><td>Y</td><td>Y</td><td></td></tr>
</table>

<table>
<tr><td></td><td>license on March 1. The provisional license doesn’t expire until April 1. The system must track the expiration date of the provisional license, and generate the operating license with the effective date of April 1.</td><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="6">This can be accomplished by configuring and customizing Salesforce features as per DHHS licensing needs</td></tr>
<tr><td>ILA-5</td><td>Describe how the system will allow issuance of licenses with or without a specified expiration date or application/renewal/annual fee.</td><td>Y</td><td></td><td>Y</td><td></td></tr>
<tr><td colspan="6">Salesforce provides various methods to automate the certain process and same can be used to apply in this scenario, and based on the needs, it can be made available.</td></tr>
<tr><td>ILA-6</td><td>Describe how the system will separately track the Declared Primary State of Residence (PSOR), declaration date, and license compact status (single-state or multi-state) for licenses subject to compact agreements. Changes in PSOR must not change the license compact status.

If a license subject to a compact agreement is under disciplinary limitation, the license compact status must automatically be set as single-state, and maintained as single-state until the disciplinary limitation is removed.

Describe how the system will determine if states in address fields and states in PSOR fields are compact or non-compact states for that particular license type. If licensees update their mailing address state or PSOR, the system would use a decision tree to determine if a) a notification must be sent to the license-type-specific staff work queue for review and processing, b) the license compact status must be automatically changed, or c) no additional actions are necessary.</td><td>Y</td><td>Y</td><td>Y</td><td></td></tr>
<tr><td colspan="6">This can be achieved through configuration of Salesforce features. Setting up workflows and trigger notification while any change is observed,whenever an applicant changes its address, the keywords, which helps in segregation in the state and multi state, and subsequent action can be set for that record based on the business needs.</td></tr>
<tr><td>ILA-7</td><td>Describe how the system will track and show the status of each application requirement, and generate/document deficiency notifications. The system</td><td>Y</td><td>Y</td><td>Y</td><td></td></tr>
</table>

	must identify and track the status of incomplete applications, calculate the number of days between receipt date and license-type-specific destruction date, generate appropriate correspondence, and alert staff of applications that are due to be destroyed. Staff must be able to assign retention according to retention schedules, and the system should notify staff to approve destruction or extend the destruction date. For example, Jane sent in an application that didn't include citizenship status documentation, and a system-generated letter/email notified Jane of the deficiency. Jane didn't send in the documentation within 90 days, so her pending application should be sent to a work queue for staff to assess an administrative fee, initiate a refund, remove the application from the pending application process, and destroy the file.				
This can be achieved through configuration of Salesforce features. Setting up workflows and trigger notification while any change is observed in the status of an application. In case the applicant is unable to send a required documentation within the specified time period, the system can be configured to set up rules wherein in such a case a staff who is aligned to a specific application will be able to disregard the application and initiate refund, at the same time a notification will be sent to the applicant.					
ILA-8	Describe how the system will accommodate and document applications for a license obtained by examination, reciprocity, or application. The system must document the jurisdiction, declared primary state of residence, the date declared, and whether the license is single-state or multi-state. License types each have their own application forms. No two license types have exactly the same requirements or number of processing steps.	Y	Y	Y	
This can be achieved by configuring and customizing Salesforce features. The system will create dynamic web forms which will pick fields which are relevant to be filled for a specific license type in order for an applicant to fill the license application.					
ILA-9	Describe how the system will incorporate examination features such as scheduling exams, retaking exams, proctoring, national test integration, score integration, non-applicant examinations, etc. The system must allow staff to register applicants for examinations, create sign-in sheets, verify the identity of applicants,	Y	Y	Y	

	administer tests, link applicant records, allow score uploads from providers, create related letters/emails, and track communication with applicants. The system must document exam data, such as administrator, type of exam, scores, etc., for each exam taken. The number of exams taken must be tracked and alert staff when the limit for the license type is reached, if applicable.				
This can be achieved through configuration and customization of Salesforce features					
ILA-10	Describe how the system will provide an online account system with an intuitive interface for applicants to securely submit application materials/fees, get receipts, check the status of applications, schedule examinations, and view their scores/results. Online data entry must be interactive, with pop ups of current/past licenses, current contact information, proposed corrected address information, ZIP+4, etc., as specified in GEN-15. Describe how the system will maintain an electronic record of all online applications, payments, and status changes.	Y	Y	Y	
This functionality can be achieved by configuration and customization of Salesforce features and per DHHS requirements. We will be implementing a Community Portal, which will act as an intuitive interface for the applicants, where they can create their respective accounts using username and password functionality, submit their application securely and keep track of their applications.					
ILA-11	Describe how the system will link and track the requirements of a secondary Provider Status Certification at the same time that the primary license application is being processed (i.e., a dental anesthesia permit for a dentist, or a nurse anesthetist certification for a registered nurse). Describe how the system will require that the primary license be issued first, before any dependent license can be issued.	Y	Y	Y	
This can be achieved by configuring Salesforce features. While applying for a license on the Licensure application, it can be possible that an applicant has further second or third party or subcontractors involved. The system can be configured to ensure that the primary party has been inspected first and then the secondary party has been inspected, post that only the license issuance would take place in the respective order.					

ILA-12	Describe how the system will provide a unique identifier for each licensee, each establishment's physical location, and a cross-reference mechanism for licensees who hold more than one primary license. For example, Dr. Smith holds a current dental license and a current medical license, or a hospital holds a current hospital license and a current long-term care license.	Y	Y		
Salesforce will provision the ability to provide a unique identifier for each licensee (either a license number), also will provide a holistic view for what all licenses an applicant already holds.					
ILA-13	Describe how the system will maintain and track multiple related supervisor/supervisee licenses, with start and end dates for each, and not allow the maximum number of supervisees for a license type to be exceeded. The system must not allow license issuance until applicants for a supervisee/dependent license have entered into an agreement with a qualified, active licensee to supervise their work. The system should display all dependent licenses for a supervising licensee on one screen. Staff will review and approve/deny supervision relationships prior to license issuance. Approximately twenty (20) license types need to establish and track supervisors and/or employers.	Y	Y	Y	
This can be achieved by configuring and customizing the Licensing application features as implemented on the Salesforce platform.					
ILA-14	Describe how the system will allow supervisors and supervisees to initiate, update, and terminate their supervision arrangements online. The system should generate and document alerts to staff and to all licensees involved in the arrangement when changes are made, and provide a method for those involved to indicate their approval of changes made. Staff will review and approve or deny the updated supervision relationships, and notify the supervisor and supervisee(s) of approval or denial.	Y	Y	Y	
This can be achieved by configuring and customizing the Licensing application features as implemented on the Salesforce platform.					

ILA-15	Describe how the system will generate and document alerts if a supervisor's license is disciplined, revoked, or inactivated. Supervisees should be notified immediately, as they are not allowed to work without an active licensee's supervision. Alerts should also go to the staff responsible for the license type, so that they can inactivate, void, or put a hold on all of the supervisee licenses. Some license types require that the supervisee license status is changed automatically under specific circumstances.	Y	Y		
This can be achieved using Salesforce Workflow Management functionality. Refer response to PHI-6 for detailed description on the workflow management.					
ILA-16	Describe how the system will link and track the status of an application when a temporary license has been issued. For example, Jane Doe moves to Nebraska and makes an application for a nursing license. Jane is given a temporary nursing license, based on her licensure in another jurisdiction, so that she can begin working while her permanent license application is being processed. The system must maintain the temporary license record while allowing processing of the permanent license application. The system must maintain the historical data reflecting both licenses that are tied to the individual.	Y	Y		
This can be achieved through configuration of standard Salesforce features. The system will allow tracking each and every license application whether a permanent or temporary license application.					
ILA-17	Describe how the system will allow employers to upload/import/enter employee rosters to update individual applicant/licensee employment records, including start and end dates, and accommodate multiple employers for each licensee. For example: Jane Doe, a nurse aide applicant, will be working for Good Samaritan Nursing Home, Home Health Care Services, and Shady Rest Nursing Home. Each of her employers should be listed on her applicant/licensee record, with attached start and end dates for each.	Y	Y		

	Shady Rest Nursing Home should provide a quarterly report of their employees and their dates of employment, including new hires and terminations.				
Data migration can be carried out using Slaesforce import /export wizard and inclusion of any external data will be carried out by integration to the external system via mulesoft APIs and validation using Salesforce customization. Refer response to RPT-4 for more details.					
ILA-18	Describe how the system will accommodate the nursing and faculty loan program, including contact information, loans, payments, etc. Data is currently stored in a small database regarding recipients, loan amounts, payment data, and current amounts owed. DHHS envisions migrating this data and creating payment tracking functions in the system, much like other accounting transactions.	Y	Y		Y
This can be achieved by integrating the Nurse Aide Employment information system with the solution. This will allow employers to submit nurse aide employment information, including adding new hires, updating current nurse aide rosters, and adding employment end dates, to update nurse aide applicant & licensee records.					
ILA-19	Describe how the system will accommodate the following three (3) exam types. 1. For online examinations DHHS envisions the examinations currently conducted online via Survey Monkey and ProProfs to be administered via the personal online accounts. DHHS would be notified by the system of detailed score reports that are linked to the applicant's record. 2. For in-person exams, DHHS envisions applicants being notified of approval to take the examination, and scheduling the examination via the personal online accounts. 3. For examinations administered by others, DHHS envisions staff notifying the applicant and the testing entity via the personal online accounts that the applicant was approved to take the examination. Exam companies would interface with the system to enter score reports on the applicant's record.	Y	Y		Y

	DHHS must be able to run attendance sheets for use during the exam. DHHS also enters exam scores, some by exam section, and some are calculated fields. Staff would manually enter the score reports to be linked to the applicant's record. Some exams must be administered periodically, depending on the license type, as a condition of renewal.				
This can be achieved by integrating the Education system with the solution, allowing for third parties to provide updates to applicant & licensee records. The integration would allow the Educational institutions to submit data regarding education on a licensee's record					

Renewal Licensure Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
RLA-1	Describe how the system will be able to assess and process periodic fees for license types without expiration dates, according to license-type-specific requirements and timelines.	Y	Y	Y	
This can be achieved through standard configuration of Salesforce features. When a license will be issued to an applicant, the license expiration date will be set across on that license basis the license type. System will have the ability to set alerts and send out reminders to the applicant for the license renewal.					
RLA-2	Describe how the system will allow automatic and manual initiation and closure of renewal periods, according to license-type-specific requirements and timelines. The initiation process must automatically assess a renewal or annual fee, if required for the license type. Staff must be able to override an automatic initiation and cancel all fees.	Y	Y	Y	
This can be achieved through standard configuration of Salesforce features					
RLA-3	Describe how the system will generate renewal and fee notices prior to expiration, in accordance with the requirements for each license type, for all licensees of a specific license type. Different license types are renewed monthly, annually,	Y	Y	Y	

	biennially, every three years, or every four years, based on the expiration date for the license type or the anniversary of the issuance date. License-type-specific renewal instructions, licensee name, license type, license number, fee, expiration date, and any special requirements must be included in the notice. The system must be able to track and generate notices of annual fees due for operating/non-expiring child care licenses, which have due dates based on the anniversary of license issuance.				
This can be achieved through standard configuration of Salesforce features. When a license will be issued to an applicant, the license expiration date will be set across on that license basis the license type. System will have the ability to set alerts and send out reminders to the applicant for the license renewal.					
RLA-4	Describe how the system will also generate renewal notices on demand. The system must calculate the number of days between the license issuance date and the expiration date, and automatically produce renewal notices that fall within predefined time frames for specific license types. For example, Joe Smith's physical therapist license application was approved on 09/01/21, after renewal notices were sent but before the expiration date of 11/01/21. A renewal notice must be generated and sent to him.	Y	Y	Y	
This can be achieved through standard configuration of Salesforce features. When a license will be issued to an applicant, the license expiration date will be set across on that license basis the license type. System will have the ability to set alerts and send out reminders to the applicant for the license renewal.					
RLA-5	Describe how the system will provide an online renewal system with an intuitive interface that allows licensees to establish personal online accounts, generate personalized renewal documents, submit renewal forms and other documentation, pay fees online and offline, and allow licensees to print renewal documentation.	Y	Y	Y	

	Renewal documentation includes but is not limited to wallet card(s) and certification(s) that have the licensee name, license type, license number, license status, disciplinary and/or limitation status if applicable, updated license expiration date, and any other information required for the license type. The system must maintain an electronic record of all renewals, payments, and status changes.				
This can be achieved through standard configuration of Salesforce features. Once the applicant creates an account on the Community portal, where they have the ability to submit a fresh application for license, using the same portal and account, the applicant can apply for a license renewal and submit fees too.					
RLA-6	When licensees log into their personal online accounts, describe how the system will provide a list that includes all of a licensee's current licenses and expiration dates, including multiple branches/locations for establishments, and indicate which licenses are eligible for renewal at that time. Personalized renewal documents should be generated for online completion of each license renewal form. The system must require that primary licenses be renewed before dependent licenses. A licensee must be able to securely log into a personal online account, select the license(s) to be renewed, complete the personalized online renewal application(s), attach any required documentation, and pay fee(s) online. The system must also give an option for licensees to complete and print the personalized renewal form(s) for submittal by mail or in person. Depending on the information provided online, the system must accommodate $0 fees and military waivers of fees when appropriate. Multiple renewal fees should show in a shopping cart-type list to be paid in one transaction. The licensee must receive an automatic, system-generated email with a receipt and confirmation that the renewal(s) and fee(s) have been submitted.	Y	Y	Y	

<table>
<tr><td></td><td>Describe how the system will determine whether all renewal requirements have been met, or if manual renewal is required. If staff review is required, the system must suspend the payment and put the renewal in a license-type-specific work queue for staff to manually approve. If all renewal requirements have been met, the system must automatically approve the renewal(s) and document the payment(s) on the licensee record without staff intervention.</td><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="6">This can be achieved through standard configuration of Salesforce features. Once the applicant creates an account on the Community portal, where they have the ability to submit a fresh application for license, using the same portal and account, the applicant can apply for a license renewal and submit fees too. The applicant will get a full view of all the licenses they can apply for, all the pending applications, all the licenses that are due for renewal etc</td></tr>
<tr><td>RLA-7</td><td>Describe how the system will allow licensees to delegate authority for license renewals, and to change the delegation at any time.

For example, physical therapists delegate renewal authority to their employing practice to submit renewals and pay fees on their behalf. Practice staff must be able to submit multiple renewals and payments for the specific licensees who have delegated that authority. A list of employees who have delegated renewal authority should be displayed on the practice’s online account, for selection of the licenses to be renewed. Multiple payments should show in a shopping cart-type list to be paid in one transaction. Receipt(s) must be automatically generated and sent to the practice email account. Practice staff must be able to generate renewal wallet cards and/or certifications for all of its physical therapists at once. The system must process the renewals and document each payment on individual physical therapy licensee records.

A corporation has several nursing homes. Each nursing home delegates authority to the corporation to renew its license. The corporation can then renew all licenses at once, on one transaction.</td><td>Y</td><td>Y</td><td>Y</td><td></td></tr>
</table>

This can be achieved by configuring and customizing Salesforce features. The system will allow the applicant to share the details of the delegated authority to apply for the license renewal. The delegated authority information would be available on the applicants account and a trigger should be generated to update that in the system.					
RLA-8	Describe how the system will track continuing education classes and hours as a prerequisite for renewal. License types allow attestation that the requirement was met, and require a random audit list of licensees to be generated after the renewal deadline. Others require licensees to submit continuing education certificates, which must be attached to the licensee record. Drop-down lists of approved schools and classes must be incorporated for data entry. Most individual professions have a continuing education general audit process for multiple license types. The majority of individual license types do not track CE hours. Currently, up to five (5) license types enter CE hours. See Attachment One, Type and Number of Licensees.	Y	Y	Y	
This will be achieved by configuring and customizing Salesforce feature					
RLA-9	Describe how the system will allow the licensee to immediately generate and print renewal documentation from their secure online account, including wallet card(s) and certification(s), after a single or multiple license renewal has been approved either automatically or manually. Renewal license documents must include the licensee name, license type, license number, license status, disciplinary and/or limitation status if applicable, updated license expiration date, and any other information required for the license type. For example, Beth's multiple license authorizations (mental health practitioner expires 9/1/2020, her certificate as a professional counselor expires 9/1/2020, and her certificate as a marriage and family therapist expires 9/1/2020) need to be renewed. The system must process the renewals according to a decision tree and primary/secondary license logic; by allowing Beth to pay all 3 or only 1 or 2 of the 3 renewal fees in	Y	Y	Y	

	one transaction. The system must recognize that the certificates (secondary) cannot be renewed if the mental health license (primary license) is not renewed; and allow Beth to generate and print renewal documentation immediately after the transaction is completed.				
This can be achieved through standard configuration of Salesforce features. The system will allow licensees to immediately generate and print their renewal documentation.					
RLA-10	The online renewal system must allow individual licensees to securely request that their licenses be placed on inactive status, to select the effective date, and to pay a fee, if required by license-type-specific regulations. Describe how the system will automatically change the license status to inactive on the date specified by the licensee.	Y		Y	
This can be accomplished through configuration of Salesforce features. By setting up relevant workflow rules and triggers this can be achieved					
RLA-11	Describe how the system will allow licensees to securely complete and submit reinstatement requests online after expiration, and pay all required renewal, reinstatement, and late fees. Reinstatement requests should be placed in the license-type-specific staff work queue. The system must track the history of license expirations and reinstatements, and allow licensees to generate and print reinstatement license documents, including wallet card(s), from their secure online account. Reinstatement license documents must include the license type, licensee name, license number, license status, disciplinary status if applicable, the new expiration date for each license, and any other information and workflow required for each license type. Most individual profession license types and establishment license types have a reinstatement process for multiple license types. Reinstatement has three basic processes, after expiration, after inactive and after discipline. Each follows the same general process for the type of reinstatement, but there are unique requirements depending on the	Y		Y	

	license type. See Attachment One, Type and Number of Licensees.				
Customization of Salesforce features can help achieve this functionality					
RLA-12	Describe how the system will track annual fee due dates and license expiration dates, invalidate licenses, send notices to staff work queues, and generate expiration notices/correspondence for licensees who have not met renewal requirements by the expiration date, at a point in time specified for the license type. The system must allow processing of renewals and fees after the expiration date, due to mail delivery allowances and staff processing time.	Y	Y	Y	
This can be achieved through standard configuration of Salesforce features. When a license will be issued to an applicant, the license expiration date will be set across on that license basis the license type. System will have the ability to set alerts and send out reminders to the applicant for the license renewal.					

Accounting and Fees Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
ACT-1	Describe how the system will have an informative, intuitive data entry process for payments which generates a unique receipt number for each payment; ensures that all required payment information is entered; payments are applied to the correct licensee record; and payments are allocated to the correct fee(s). The list of fees to be paid must include the date assessed/due and a fee description. A responsive system that generates additional fields based on the entries made would be ideal – for example, when “Check” is selected for Payment Type, a required data entry box appears for Check Number, but when “Credit Card” is selected, a required Transaction Record	Y	Y		

	box appears instead. The system must interact with external systems, such as SharePoint and OnBase, to document and process transactions. OnBase is currently used by DHHS for document storage, but does not interface with L2K. SharePoint is currently used as a workflow management tool, using information extracted from L2K that partially auto-populates a refund form that is then uploaded to SharePoint after additional manual entry. DHHS does not have interface specifications for OnBase or SharePoint.				
This can be achieved by configuring and customizing Salesforce features. Salesforce allows an intuitive data entry process for payments which generates a unique receipt number for each payment; ensures that all required payment information is entered; payments are applied to the correct licensee record; and payments are allocated to the correct fee(s). Salesforce also allows for dynamic web form creation, for example, when a “Check” is selected, certain fields to pop-up for filling. The System will also provide the ability to integrate with L2K and ACO.					
ACT-2	Describe how the system will maintain a comprehensive fee/payment/refund history, and show a history of multiple transactions on one screen, including all changes made to financial records and who made the changes. The system must show an overall licensee account balance which clearly indicates if it is positive, negative, or zero. A single screen should have the capacity to show a minimum of 15 transactions at a time, with capability to scroll through additional transactions in the record. Describe how your system archives and/or deletes data according to records retention schedules.	Y	Y		
This can be achieved by configuration of standard Salesforce features. Salesforce allows users to keep a track of all the fee/payment/refund history, and show a history of multiple transactions on one screen, including all changes made to financial records and who made the changes					
ACT-3	Describe how the system will provide detailed information regarding each payment, such as	Y	Y		Y

<table>
<tr><td></td><td>business unit, subsidiary, object code, date received, date entered, payer, payment amount, payment type, check/transaction number, fee description, fee amount, payment balance, refund, etc., and show all information regarding a payment on a single screen. Business units and subsidiaries must be linked to license types, object codes must be linked to transaction types, and all 3 must automatically populate the record according to the transaction and license type.</td><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="6">The system will integrate with the payment gateway which DHHS is currently using and fetch all the details and store that in Salesforce.</td></tr>
<tr><td>ACT-4</td><td>Describe how the system will be able to generate reports by all payment data fields, including business unit, payment amount, receipt number, transaction record, fees paid, licensee account balance (all outstanding fees and payments), and refunds.</td><td>Y</td><td>Y</td><td></td><td></td></tr>
<tr><td colspan="6">This will be achieved using the Reports and Dashboards functionality of Salesforce. A report can be created using any fields of the Payment object.</td></tr>
<tr><td>ACT-5</td><td>Describe how the system will maintain and provide adequate documentation for issuance of refunds, including generating notices to licensees and creating refund forms that include all needed information, such as business unit, licensee name and address, profession, license type, license number, payer name and address, payer SSN/TIN/FIN, payer Address Book Number; payer mailing address; receipt date, receipt number, total receipt amount, payment type, description of fees paid (including administration fees), fee amounts paid, fee status, amount to be refunded, business unit/subsidiary/object code, reason for refund, refund status, notes/remarks, etc. (The State does not park payments).</td><td>Y</td><td>Y</td><td></td><td></td></tr>
<tr><td colspan="6">This can be achieved through configuration of Salesforce features.</td></tr>
<tr><td>ACT-6</td><td>Describe how the system will document returned checks, including the reason the check was returned, steps taken to locate the licensee, and</td><td>Y</td><td>Y</td><td></td><td></td></tr>
</table>

	final disposition of the check. Example: a refund was mailed to an applicant, but the post office returned it marked undeliverable.				
This can be achieved through configuration of Salesforce features. The system will allow the ability to capture all the details related to returned checks with necessary fields					
ACT-7	Describe how the system will track insufficient funds (NSF) checks, invalidate all fees paid by an NSF check, identify and invalidate all related licenses, send a notice to the work queue of the staff assigned to the license type(s) involved, and document all related account changes and correspondence.	Y			Y
Salesforce will be able to track all the payment related activities and all the communication/interaction between the parties involved. Any changes made to any case or account, the assigned staff will be notified via setting up workflows and triggers.					
ACT-8	Describe how the system will support financial interagency transfers.				Y
Salesforce will have the ability to integrate with the payment gateway and transfer funds/make payments. The integration will be achieved with the help of Mulesoft. Refer response to TEC-1 for more details on how the integration will happen via Mulesoft.					

License Certification/Verification Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
LCV-1	Describe how the system will generate and track issuance of duplicate or reissued wall licenses, wallet cards, certifications, and other documents with all required images and data fields, in electronic and written form. Documentation may be system- generated online or manually prepared by staff. Images include signatures, logos, seals, etc. Examples of data fields include licensee name, license number, license type, location, facility certification/licensure status, issuance date, expiration date, license status, basis for license	Y	Y		

	issuance (such as examination, waiver, or reciprocity), education, test scores, disciplinary history, limitations, compact information, ages/population served, hours/days of operation, etc. Fees may or may not be required, and amounts vary, depending on the amount of staff time required to produce the requested documentation. Every individual profession has a reciprocity/endorsement process for multiple license types. Reciprocity processes follow the same general process, but there are unique requirements depending on the license type. See Attachment One, Type and number of licenses. Bulk uploads of names, SSNs, license numbers, etc. should be allowed, as well as a subscription service to track license record and status changes for specific licensees. Examples: 1. An insurance company requests a staff-issued verification of a nursing home's license status, CMS certification status, and disciplinary history. 2. An employer searches an online database to verify each employee's nursing license status and disciplinary history, and prints a system-generated certification or wallet card of each license for her records. Print options should include one-at-a-time and bulk search/print options. 3. Another state's licensing agency requests staff-issued certifications for 50 physician licenses to verify license status, including disciplinary history, prior to issuing a reciprocal license. This request may be for the primary license only, secondary license linked to a current primary license, or primary license and all secondary licenses linked to the primary license.					
This can be achieved by configuring standard Salesforce features.						

<table>
<tr><td colspan="6">Salesforce provides a native duplicate management capability to control whether and when you allow users to create duplicate records inside Salesforce. Customers have the ability to customize the logic that's used to identify duplicates, determine whether duplicates are permissible, and create reports on the duplicates you do allow users to save (if applicable).

When a user attempts to save a new record, the record is first compared with existing Salesforce records to identify possible duplicates. The criteria used to compare records and identify the possible duplicates are defined by a matching rule. A matching rule is made up of individual fields that are assembled into an equation. Each field contains matching criteria that tell the rule how to compare the fields and what conditions need to be met for the specific field to be considered a match. A simple matching rule might specify that if two records' Email and Phone values match exactly, they are possible duplicates. Or you can use a variety of "fuzzy" matching methods to compare the fields. You can use the standard matching rules or create your own custom matching rule.

Next, a list of possible duplicates is returned. What happens when the record being saved is identified as a possible duplicate depends on what's defined in the duplicate rule. For example, the duplicate rule could block users from saving the possible duplicate record or allow them to save it anyway. Both the Block and Allow options include an alert, which tells users why they can't save the record and what they need to do. The Allow option includes the ability to report on the duplicate records.

The system also allows for bulk uploads and search functionality.</td></tr>
<tr><td>LCV-2</td><td>Describe how the system will provide an online account system that allows licensees to securely generate and print their own licensure documentation, including wallet cards, duplicate/reissued licenses, and certifications.</td><td>Y</td><td>Y</td><td></td><td></td></tr>
<tr><td colspan="6">This can be configured by standard Salesforce features. Salesforce allows the users to generate and print their own licensure documentation.</td></tr>
<tr><td>LCV-3</td><td>The online account system must also allow licensees to request staff-generated license documentation, indicate where the documentation should be sent, whether it is for compact use, pay the fee, and receive a receipt. The system must track request status, such as pending, completed, and sent, so that the licensee can check its status online.</td><td>Y</td><td>Y</td><td></td><td></td></tr>
<tr><td colspan="6">This can be achieved. The system will also be able to track all the requests, such as pending, completed and sent, so that the licensee can check the updated progress of their application online on their account.</td></tr>
</table>

LCV-4	Describe how the system will display licensee data, with licensee-related public documents, in the public database, including disciplinary actions and limitations, inspection results, and ownership documentation, and allow the general public to generate and print license certifications.	Y	Y		Y
Integrating the DHHS website with the solution will allow the display of licensee data with licensee-related public documents to be visible on the website.					
LCV-5	Describe how the system will maintain an electronic record of all online and in-office transactions and payments, including communication with the licensee/jurisdiction/public, the purpose of the transaction, whether it was for compact use, where documentation was sent, and the staff person processing the transaction, if needed.	Y	Y		Y
This can be achieved by configuring Salesforce features. The system will maintain an electronic record of all the online and in-office transactions and payments by integrating with the payment gateway.					

Complaint and Investigation Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
COM-1	Describe how the system will document complaints and investigations from initiation to completion, while keeping the information confidential. The system needs to track complaints; link them to the licensee file; link them to the investigation record; log any and all communication sent/received related to the complainant, licensee, or other people involved; link photos and video to the complaint/investigation record; and maintain confidential investigation and hearing documentation. There are approximately three hundred fifty (350) forms for inspections such as initial, re-inspection, focused, routine, etc.	Y	Y	Y	

	Complaints can be gathered in a number of ways, such as online, in person, by letter, by email, and by phone call. DHHS tracks compliance-related activities as follows: 1. For individuals and/or businesses subject to the Uniform Credentialing Act, License 2000 is used. 2. For child care licensing, License 2000 is used and each of the three (3) Child Care Licensing Supervisors use a separate Excel spreadsheet. 3. For residential child caring/placing agencies, two (2) Excel spreadsheets are used. 4. For community-based services, seven (7) Excel spreadsheets and Outlook calendars are used. 5. For health care facilities and services subject to the Health Care Facilities Act, ACO, Excel spreadsheets, and/or paper forms are used. DHHS wants to improve its efficiencies in this area. DHHS may be willing to adapt its compliance tracking to align with the solution proposed by the bidder. DHHS tracks investigations as follows: 1. For individuals and/or businesses subject to the Uniform Credentialing Act, an Access database is used. 2. For child care licensing, License 2000 is used; 3. For residential child caring/placing agencies, an Excel spreadsheet is used; 4. For community-based services, SharePoint is used; 5. For health care facilities and services subject to the Health Care Facilities Act, ACO, Excel spreadsheets, and/or paper forms are used.				

This functionality can be achieved through configuration of the Case Management system on the Salesforce platform. The system will allow the ability for the NE staff members to be able to receive and review complaints, assign it to the appropriate teams and take action. The system will allow the case manager to track the complaint until resolved and link various photos/videos to the complaint.					
COM-2	Describe how the system will allow the public to submit complaints online. Complaints should be routed to the appropriate staff's work queue, and template letter/email options must be available for communication with licensees and complainants. The system must document all communication regarding the complaint, and allow workflow between staff as defined by role. For complaints not submitted online, describe how staff will be able to enter complaints into the system. For example, DHHS staff receive a complaint, enter it into the system, and must be able to forward it and all related documentation to an investigator. Depending on the broad license category, the method of complaint reporting used, and the findings during the investigation, there are a variety of process flows that may be followed. License categories would include individuals, businesses, health care facilities and services, child care, and community-based services.	Y	Y		
This functionality can be achieved through configuration of the Case Management functionality on the Salesforce platform. The system will allow the public to submit complaints online through the community portal. At the backend, the complaints will be received in the licensing app and a case will be generated, the complaint will be routed to the appropriate staff's work queue, and the complainant will be updated on the progress of the complaint via template letter/email option being available as for maintaining communication The system will allow the complainants to track the progress of their complaint. For complaints that will not be submitted online, the system will allow DHHS staff to receive the complaint and create a case into the system by entering the required information themselves and then initiate the communication with the complainant.					
COM-3	Describe how the system will allow role-based security access to complaint/investigation	Y	Y		

	information to ensure that only staff with the appropriate levels of security be allowed to access, view, and mark data/documentation as public. All of the confidential information and documentation regarding the complaint and investigation must be tracked and linked to each other and the licensee. The information marked as public must be available online to all staff and the general public, and must be updated in real time.				

This functionality can be achieved through standard configuration of Salesforce security features. Salesforce allows role-based security access by setting up different sets of permissions for different profiles and roles, thereby ensuring staff with appropriate level of security can have access to data.
Salesforce provides organization wide sharing model that sets the default access that users will have to each other's data and further sets permission to restrict data
There are four sharing models:
Private:
Only the record owner, and users above that role in the hierarchy, can view, edit, and report on those records.
Public Read Only:
All users can view and report on records but not edit them. Only the owner, and users above that role in the hierarchy, can edit those records.
Public Read/Write:
All users can view, edit, and report on all records.
Public Read/Write/Transfer:
All users can view, edit, transfer, and report on all records. Only available for cases or leads.

In addition, Field-Level Security provides more granular control over the access that users have to individual fields, and can restrict users' access to view and edit those fields by any means (through reports, searches, etc).

COM-4	Describe how the system will track names, contact information, statements, communication, correspondence, and other information for all people involved in a complaint or investigation. The system should provide a pop-up alert if a person has changed his/her contact information during an investigation or pending disciplinary action, and notify identified staff such as investigators, hearing officers, etc.	Y	Y		

This functionality can be achieved through configuration of the Case Management functionality on the Salesforce platform. The system will allow to keep a track of the case

information and generate triggers in case any information is updated by the complainant

Disciplinary Action Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
DIS-1	Describe how the system will document and display disciplinary actions and limitations imposed on a licensee, the date range of the discipline/limitation, the type/category of discipline taken, the findings of fact, monitoring requirements, and all related documentation. The system must track assessment of administrative penalty fees, payment plans, payment amounts, and information for each payment made per fee, with the unpaid balance of each fee. A licensee may have numerous overlapping disciplinary actions, monitoring requirements, and penalty fees that must be tracked. Staff must be able to mark all data fields and documentation as either public or confidential. Board and disciplinary actions marked public must be updated to the online database in real time. For example, a disciplinary action requires an administrative penalty fee, and body fluid testing each month for two years, resulting in an additional monthly charge of $85. A complete history must be documented for each fee assessed and each payment made on each fee, and a total of all unpaid disciplinary-related fees must be provided on each licensee record.	Y	Y	Y	
With configurations and customization of Salesforce features all the requirements as listed in the question can be tracked in Salesforce and monitored closely.					
DIS-2	Describe how the system will also track disciplinary actions taken against Nebraska licensees in other jurisdictions. The system must be able to import and export disciplinary action data as needed for compact agreement compliance.	Y	Y		Y

	For example, an automated daily import and export are required to exchange disciplinary information with NURSYS, with alerts to appropriate staff if the import or export fails. Imports must automatically update the licensee record and issue alerts to appropriate staff.				
Data migration can be carried out using Slaesforce import /export wizard and inclusion of any external data will be carried out by integration to the external system via mulesoft APIs and validation using Salesforce customization. Refer response to RPT-4 for more details.					
DIS-3	Describe how the system will track citations issued for an establishment on its employees' license records, and on the physical location record. For example, Mary Johnson is a licensed nursing home administrator for Shady Rest Nursing Home. If a citation is issued against Shady Rest Nursing Home, the citation should also appear on Mary Johnson's nursing home administrator license record. The citation should also be linked to the physical location of the establishment, so that all citations for that physical location can be documented and tracked regardless of past or current establishment name or ownership.	Y	Y	Y	
This can be achieved by configuring and customizing Salesforce features to track citations issued for an establishment on it's employees license records.					

Inspections and Mobile Functionality Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
MOB-1	Describe how the system will have comprehensive functionality for inspections, both in the office and in the field. Staff must be able to enter data, complete checklists, cite the specific statutes/regulations violated, input specifics regarding violations in public and confidential fields, incorporate documentation and photos, and create inspection reports online and offline. If online, the database must be updated in real time.	Y	Y	Y	

	If offline, the mobile system must sync with the database when connectivity becomes available. For example, a child care inspection reveals that a child was injured by falling off a diaper-changing station that did not meet safety requirements. Staff must note the violation on a checklist, cite the regulation violated, enter the public information of how the child was injured, and enter confidential information with the child's name, medical treatment, and photos of the injuries. Data entered must populate an inspection report for internal use that includes the confidential information and documentation, a summary report, and an in-depth inspection report that includes citations and public information. The summary and public information reports must be posted to the website when indicated by staff.				
This functionality will be achieved by configuration and customization of Salesforce features. The solution will provide comprehensive functionality for inspections, both in the office and in the field. Various web forms will be created for inspection management. The staff will be able to enter data, complete due diligence checklist, list out the specific statutes/regulations violated, input specifics regarding violation in public and confidential fields, incorporate documentation and photos and create inspection reports online and offline. The staff will also be able to assign inspectors to perform inspection, the inspector in turn will have the ability to schedule inspections at a specific date and time. The inspector will also have the ability to request for follow-up visits as needed in order to provide a clearance report. While on field the inspector will have the mobile app functionality to enter all the details. If offline, the mobile system will sync with the databases when connectivity becomes available. Alerts and notifications: The system will also provide the ability to send out automated alerts and notifications to the applicant once the inspector schedules the date and time of the inspection.					
MOB-2	Describe how the system will track and support the entire inspection process: scheduling an inspection; planning an efficient schedule/route; navigating to the establishment; completing the onsite inspection checklist; citing applicable statutes/regulations; populating and generating appropriate inspection reports via templates; obtaining required digital/electronic dated signatures; scheduling follow-up inspections; linking follow-up inspections to the original	Y	Y	Y	

	inspections; generating, documenting, and sending referrals to other entities, etc.				
This will be accomplished using the Inspection management functionality in the Licensing app implemented on Salesforce platform. For further information, refer response to MOB-1					
MOB-3	Describe how the system will maintain all inspection information, link it to all related establishment and individual license records, and display the findings for required inspections, self-reports, and complaints associated with each establishment's physical location. Inspection information marked as public, such as summary and public information inspection reports, monitoring reports, complaints, etc. that are designated as public must be available to the public online. Examples of related establishment and individual licenses include pharmacy/pharmacist, nursing home/nursing home administrator/physical location, and child care provisional/operating licenses.	Y	Y		
This will be accomplished using the Inspection management functionality in the Licensing app implemented on Salesforce platform. For further information, refer response to MOB-1					
MOB-4	Describe how the system will generate ad-hoc reports on mobile devices, such as by staff name, establishment name, physical location, related licensee name, geographic area, and supervisory area.	Y	Y		
This functionality can be achieved by leveraging standard Reports and Dashboards functionality of Salesforce. The system will allow generation of ad-hoc reports on mobile devices, incorporating information like staff name, establishment name, physical location etc, this will in turn give a holistic view of which inspector is working on what all cases/inspections					
MOB-5	Describe how the system will assign onsite inspections in accordance with license-type-specific requirements for periodic physical inspections of an establishment, including random inspections. The system must support reassignment of partial or entire caseloads in an efficient manner. The system must identify	Y	Y	Y	

	inspection compliance dates that are coming due or are past due for a particular establishment or staff member, generate inspection forms/checklists, and put them into the appropriate staff work queue.				
This will be accomplished using the Inspection management functionality in the Licensing app implemented on Salesforce platform. For further information, refer response to MOB-1					
MOB-6	Describe how the system will generate license-type-specific reports and automatically assign the next required inspection date after an inspection has been completed.	Y	Y	Y	
This will be accomplished using the Inspection management functionality in the Licensing app implemented on Salesforce platform. For further information, refer response to MOB-1					
MOB-7	Describe how the system will incorporate templates for inspection forms, checklists, and statutes/regulations by Establishment license type, such as pharmacies, child care facilities, salons, health care facilities/services, etc.	Y	Y	Y	
This will be accomplished using the Inspection management functionality in the Licensing app implemented on Salesforce platform. With certain configuration into the system, we can build necessary templates for inspection forms, checklists and regulations by Establishment License type. For further information, refer response to MOB-1					
MOB-8	Describe how the system will provide an easy way for the inspector to select the statute/regulation violated, such as using drop-down boxes, and provide public and confidential comment fields for staff to detail the specifics of the situation.	Y	Y		
This will be accomplished using the Inspection management functionality in the Licensing app implemented on Salesforce platform. The system can be configured to incorporate necessary fields/drop down boxes to be filled while performing an inspection. For further information, refer response to MOB-1					
MOB-9	Describe how the system will allow for multiple status dates for reports/ citations/deficiencies/disciplinary actions. Reports must not be made public until after a date designated by staff, to allow for appeals, corrective actions, etc. before results are made public.	Y	Y		

This can be achieved by configuration of Salesforce features					
MOB-10	Describe how the system will interact with GPS, in office and on the mobile device, to display all establishments within a specific area of Nebraska and map out inspection schedules/routes in the most efficient manner possible.	Y	Y		Y
Integrating GPS with Salesforce will allow users to display all establishments within a specific area of Nebraska and map out inspection schedules and routes.					
MOB-11	Describe how the system will have a scalable interface for working with different devices such as desktop computers, laptops, tablets, and cell phones. A mobile tablet is the State-preferred device for mobile inspections. At the current time, the State of Nebraska uses Windows-based hardware devices using Android app functionality. Currently, approximately seven thousand (7,000) inspections/surveys are conducted annually, on license types such as Water Wells; Cosmetology schools & salons; Nail Tech schools & salons; Body Art facilities; massage therapy schools & establishments; funeral establishments & branches Community-Based Services; Hospitals; Health Clinics; EMS Services & Training Agencies; Nursing programs; Nursing Homes; Assisted Living Facilities; Home Health Agencies; Hospices; Adult Day Services; Children's Day Health Services; Rural Health Clinics; Health Maintenance Organizations; ESRDs; Mental Health Substance Use Facilities; Centers for Developmentally Disabled facilities; Psychiatric Residential Treatment Facilities; Intermediate Care Facilities; Public Water Systems; Asbestos, Lead, and Radon Mitigation establishments; Nurse Aide programs; and Child Care establishments with seven (7) license types. DHHS staff will use the module, and others with read- only capability will utilize the information. See Attachment Six - Inspection Documents See Attachment Seven – Investigation Documents	Y	Y	Y	
Salesforce has an extensively scalable interface for working with different devices such as					

desktop computers, laptops, tablets, and cell phones. The platform has been designed to be scalable in such a way that we can constantly stay ahead of customer demands.					
MOB-12	The system must be able to support at least 100 DHHS staff, and up to 50 other DHHS staff that will have mobile capabilities, with an ability for these users to update the system in real time (or not real time) via the internet, for up to 500 different forms.	Y	Y		
The system will be able to support the user count as mentioned					

Reporting Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
RPT-1	Describe how the system will facilitate data collection, analysis, and report generation by authorized users via a web-based application scalable to desktop computers, laptops, tablets, and cell phones.	Y	Y		
This can be achieved through configuration of standard Salesforce features. The Salesforce solution includes a powerful suite of analytics and reporting tools to help you view and analyze your data that can be accessed via the web or mobile device in real-time					
RPT-2	Describe how the system will have an intuitive, dynamic report creation functionality that is user friendly and allows easy creation of ad-hoc reports without Contractor support.	Y	Y		
This can be achieved through configuration of standard Salesforce features. The Salesforce solution includes a powerful suite of analytics and reporting tools to help you view and analyze your data that can be accessed via the web or mobile device in real-time. Salesforce allows users to create ad-hoc and custom reports based on the data they have entered into the system.					
RPT-3	Describe how the system will search, display, and generate reports by any field or combination of fields, using the same field names as shown on staff screens.	Y	Y		

This can be achieved through configuration of standard Salesforce features. Salesforce allows users to select various fields they require to be showcased on their report. With advanced list view functionality, users can create very specific reports for accounts, opportunities, contacts, and every other list in Salesforce. Users can combine logic statements to create these views. This function helps end-users access information more quickly in a format that is customized for their needs.					
RPT-4	Describe how the system will import and export information for data analysis.	Y	Y		
The Salesforce Platform includes the following import/export options for data: ● Data Import Wizard - An in-browser wizard that imports data for many standard Salesforce objects, including accounts, contacts, leads, solutions, campaign members, and person accounts. You can also import data for custom objects. ● Salesforce Data Loader - Data Loader is a free, client application for the bulk import or export of data. Use it to insert, update, delete or export Salesforce records. ● Direct Export - Data can be exported directly into CSV (comma separated values) file, or Excel files with a button click. This can be done from either a standard or custom list view, or from a report. This is the most common method utilized by end users. ● Salesforce API - Data can be exported to and from the system through our API at any time or via a number of built in features.					
RPT-5	Describe how the system will facilitate automatic report generation on a staff-defined schedule, and automatically send the reports to designated internal and/or external customers. The system must alert appropriate staff if a report fails.	Y	Y		
This functionality can be achieved by configuring the reports and dashboard in Salesforce. Salesforce allows users to schedule reports. Users can set up a report to run itself daily, weekly, or monthly and send the results automatically to the people who need to see them.					
RPT-6	Describe how the system will generate ad-hoc reports using templates for inspections, monitoring, and complaints regarding establishments, link them to the license record and the physical location, and display them online.	Y	Y		
This functionality can be achieved by configuring the reports and dashboard in Salesforce. Salesforce allows users to create ad-hoc reports for data related to inspections, monitoring, complaints etc. Those reports could be specific to a licensee or combined.					
RPT-7	Describe how the system will support calculating averages, percentages, days between, deviations, etc. between multiple data elements using the following scenarios:	Y	Y		

	• Days between would compare, for instance, the date an application was entered and the date the license was issued, and give us the total number of days for each application. • An average may be the average number of days it took for all Nursing applications to be issued. • Percentages would be the percentage of nursing applications issued within two (2) days. • Deviations would show the outliers in the data, such as one problematic application that took sixty (60) days to process.				

This can be achieved by configuration of standard Salesforce features. Salesforce provides the ability to use business logics to provide support in calculating averages, percentages, days between, deviations etc

Data Interface Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
INT-1	Describe how the system supports two-way data interfaces with other applications as needed, to export and import data. An industry-standard HL7 interface is desired. For example, the system must automatically export and import disciplinary data with NURSYS on a daily basis; automatically import establishment license and certification data from the federally-owned Aspen Central Office (ACO) software to update the database on a daily basis; allow other state entities to upload and populate data, such as Step Up To Quality ratings for child care programs and fingerprint-based background searches; and allow third parties, such as schools, exam providers, and employers, to upload and overwrite data. DHHS anticipates disciplinary databanks,	Y	Y		Y

<table>
<tr><td></td><td>compacts, schools, exam companies, and employers to interact with the system and must have a unique method developed for each one.</td><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="6">Data migration can be carried out using Slaesforce import /export wizard and inclusion of any external data will be carried out by integration to the external system via mulesoft APIs and validation using Salesforce customization.</td></tr>
<tr><td>INT-2</td><td>Describe how the system will internally or externally interface with a scanning/imaging system that links documents to specific licensee records via an intuitive interface that minimizes staff time. All documents must be tracked in the licensee applicant file, designated by receipt date, mailing date, item category, retention schedule, security/access level, etc., as identified by staff.</td><td></td><td></td><td>Y</td><td>Y</td></tr>
<tr><td colspan="6">Custom code can be used to access the physical devices or a third party tool can be used to connect to printer and scanning devices.</td></tr>
<tr><td>INT-3</td><td>Describe how the system will create and store documents using Word/Excel which can be exported for use in accounting systems such as OnBase and SharePoint.

For example, a completed refund form produced in Word should be exported to SharePoint for approval and processing. Data reports should be exported to Excel.</td><td>Y</td><td>Y</td><td>Y</td><td></td></tr>
<tr><td colspan="6">Data migration can be carried out using Slaesforce import /export wizard and inclusion of any external data will be carried out by integration to the external system via mulesoft APIs and validation using Salesforce customization. Refer response to RPT-4 for more information</td></tr>
</table>

Online Transaction and Public Interface Requirements

<table>
<tr><th>Req #</th><th>Requirement</th><th>(1) Comply</th><th>(a) Core</th><th>(b) Custom</th><th>(c) 3rd Party</th></tr>
<tr><td>ONL-1</td><td>Describe how the system will provide a searchable online database of licensee records and related public documents that is updated in real time, through an intuitive interface. The system must allow multiple data field selection in the search</td><td>Y</td><td>Y</td><td></td><td>Y</td></tr>
</table>

<table>
<tr><td></td><td>feature. The system must provide “sounds like” and alternative spelling options for identified search fields, with at least 15 results shown per screen, and additional results available by scrolling. The results list must include basic information such as licensee name, license number, license type, license status, and license expiration date. Search elements, results data, and additional information must be tailored to specific license type needs.</td><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="6">The system will integrate the solution with DHHS website, which will provide the ability for users to perform search for licensee records and in turn fetch the records that will be available for public display only. DHHS to identify the records that can be viewed by the public.</td></tr>
<tr><td>ONL-2</td><td>The system’s online database must provide an option to search for licensees within a specified mileage of a zip code through an intuitive interface. For instance, users may select from a list of mileage amounts, such as within 25, 50, 100, or 150 miles of the zip code. Results displayed must be tailored to license type.

For example, search fields for child care establishments must include business hours, ages served, Step Up To Quality rating, and a selected number of miles from the specified zip code.</td><td>Y</td><td></td><td>Y</td><td></td></tr>
<tr><td colspan="6">Either standard listview can use to display all the Licensees in a custom page,as per the business requirement.</td></tr>
<tr><td>ONL-3</td><td>The system’s online database must have a Frequently Asked Questions (FAQ) section to help users navigate and locate the information they need through an intuitive interface.</td><td>Y</td><td>Y</td><td>Y</td><td></td></tr>
<tr><td colspan="6">Configuring and customizing Salesforce features will allow creation of a knowledge base/frequently asked questions to the applicants while applying for licenses.</td></tr>
<tr><td>ONL-4</td><td>Describe how the system will be able to change the online database interface to use languages other than English (Spanish, Vietnamese, etc.), or provide a link to the translated interface.</td><td>Y</td><td>Y</td><td></td><td></td></tr>
<tr><td colspan="6">Salesforce provide the multilingual functionality by some basic configurations</td></tr>
</table>

ONL-5	Describe how the system will display license-type-specific information when a license is selected, with a list of related public documents such as disciplinary action, inspection reports, ownership documentation, construction project information, etc. Documents must be displayed upon selection. For child care establishments, describe how the system will indicate the establishment's Step Up to Quality rating, whether or not the child care is currently in compliance, and display all citations online without any identifying names displayed to the public.	Y	Y		Y
In order for public display of information, the system will be integrated with DHHS website, which will contain the list of licenses along with the license-type-specific information. For Child care establishments, the system will integrate with the Child Care Rating system, allowing the child care rating system to add/update the rating level to a licensee's record.					
ONL-6	Describe how the system will provide links that generate documents, such as certifications and wallet cards, through an intuitive interface for the selected license. The generated documents should be printable in a professional-looking format, such as a pop-out PDF with letterhead, seal, or other image elements required by DHHS. Information provided on the documents should be specific to each license type. Staff must be able to update the templates as needed.	Y	Y	Y	
This can be achieved by configuration and customization of Salesforce features.					
ONL-7	Describe how the system will allow applicants, licensees, board members, and the public to establish secure personal online accounts, with role-based security regarding public and editable data fields, through an intuitive interface. Describe how the system will allow users to configure the dashboard/interface to their needs. The system must facilitate and document two-way communication between staff, applicants, licensees, and the public. The system must provide a drop-down list of shared email accounts identified by what types of questions should go to each one.	Y	Y	Y	

	All of the license types have multiple applications, such as initial, renewal, reinstatement, exam, etc. See Attachment One, Type and Number of Licensees.				
This functionality can be achieved by implementing a Community Portal, wherein users/licenses can create their online account and submit a license application. In their personal account a user will get a view of all the licenses applied and the status of each application.					
ONL-8	Describe how the system will allow the public to generate rosters and lists of licensee contact information for printing and/or download, based on standard reports and/or personalized reports based on criteria/data fields they select through a "wizard" or other intuitive interface. Criteria must include the zip code area search specified in ONL-2. Downloads must be available in standard formats such as Excel, .csv, and .txt. Any applicable fees must be securely collected online.			Y	
A custom solution can be made, to download the data in the desired format based upon the requirement.					
ONL-9	Describe how the system will provide an online shopping-cart-type payment system, document all transactions and payments for each online account and corresponding license record, display a list of all fees due, and allow partial or full payment of designated fee(s) through an intuitive interface. The system must allow payment of ad-hoc fees assessed by staff against a licensee's record. Notification of transactions must be sent to the license-type-specific staff work queue. For example, fees required to be paid in full may include roster/list fees, application fees, renewal fees, reinstatement fees, late fees, etc. Fees that allow partial payment may include compliance costs, administrative and civil penalties, administrative fees, etc. Licensees may need to pay an additional license fee due to fee proration.	Y	Y		Y
Integrating the system with payment gateway. Furthermore when the applicant applies for a license in the Community Portal, for the payment they will be directed to the payment					

gateway. The applicant will have the ability to save the application as a draft and come back later to make the payment, however, the application will only be considered as submitted once the payment is done.					
ONL-10	The online payment system must use the State of Nebraska's credit card processor, which is currently Elavon, and must be able to work with a broad range of other payment processors. Secure socket layer (SSL) encryption must be used. Describe how the system will permanently store all of the payment information on the licensee record, including the payer contact information, transaction data, attachments, payment processor transaction confirmation number, and last 4 digits of the payer's credit card number for each transaction. Payment reports must be able to be run with date and time specifications. System must record the transaction ID, licensee name, license number, license type, and payer name to ensure that payments are accurately credited and refunded. State contract 66533-O4 is with U.S. Bank for Credit Card Processing. http://das.nebraska.gov/materiel/purchasing/contracts/pdfs/66533(o4)awd.pdf Elavon does not use a specific product, but whatever product is used must be either an Elavon product or certified with Elavon.	Y		Y	Y
This functionality can be achieved by integrating the solution with the payment gateway and storing all the information about the payment etc in the system. The system will permanently store all the payment information on the licensee record, including the payer contact information, transaction data, attachments etc. The system will also be able to create reports specific to payment fields.					
ONL-11	The system must meet Payment Card Industry (PCI) data security standards. Quarterly PCI audits must be provided to DHHS that verify compliance with PCI standards. Annual proof of compliance is also required, either by providing certification on the VISA website (https://www.visa.com/splisting/searchGrsp.do) or				Y

	by providing a PCI Data Security Standard Self-Assessment Questionnaire and Attestations of Compliance signed by a qualified security assessor. All components of the systems provided by the Contractor must mitigate level 3, 4, and 5 vulnerabilities as quickly as possible.				
A third party tool can be used to integrate with payment gateway to fulfil this requirement.					
ONL-12	Describe how the system will allow the public to complete and submit applications online; submit related documentation; view application status/checklist/deficiencies; schedule and take examinations; review scores; make payments; and receive receipts through an intuitive interface. The system must check applicant information against the database as it is entered, in real time, to check to see if the person has held any licenses, and present the applicant with the appropriate initial or reinstatement license application form. The application must be sent to the license-type-specific staff work queue. For example, Harold applies online for an LPN license, with a universal first page that asks for basic information (name, DOB, SSN, prior licenses). The system checks the database and finds that Harold has an inactive LPN license. The system asks Harold if that was the license he held, and if the answer is yes, provides him with a reinstatement application form as the next step/page.	Y	Y	Y	
This functionality will be achieved by implementing a Community Portal for applicants/users/public to submit their application online and upload related documentation, view application status, make payments etc.					
ONL-13	Describe how the system will allow licensees to generate, complete, and submit renewal forms online; submit other renewal documentation; make payments; and receive receipts through an intuitive interface. Notification must be sent to the license-type-specific staff work queue. DHHS currently has approximately 378 license types. Approximately 83 of the 378 license types do not renew.	Y	Y		

<table>
<tr><td></td><td>There are five (5) categories of renewal processes:
1. Individuals
2. Businesses
3. Child Care
4. Community-Based Services
5. Health Care Facilities and Services
See Attachment One, Type and Number of Licensees.</td><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="6">The license renewal process is similar to the fresh application submission process. When a license is granted to a licensee, it also mentions the expiration date. The applicant will be notified before the license is about to expire, to apply for renewal. The applicant can then fill the renewal form and submit it through the Community Portal, upload relevant documents and make necessary payments. Once the renewal application is submitted, a notification is sent to the licensing app which gets added to the license-type-specific DHHS staff work queue. And in turn is picked up by a staff member of DHHS.</td></tr>
<tr><td>ONL-14</td><td>The online account system must allow licensees to submit name changes and related documentation, update contact information, update employer information, and view their transaction, fee, and payment history, as allowable for each license type, through an intuitive interface. Notification must be sent to the license-type-specific staff work queue.</td><td>Y</td><td>Y</td><td></td><td></td></tr>
<tr><td colspan="6">This functionality can be achieved by configuration of standard Salesforce features, which allows users/applicants to update their personal account on the Community Portal, as the record is updated a notification is sent to the Licensing app for the DHHS internal staff to track and keep a record.</td></tr>
<tr><td>ONL-15</td><td>Describe how the system will allow licensees to securely complete and submit self-inspection documents, plans of improvement, written verification of correction, and other documentation/ correspondence online. Describe how the system will also track online submissions, and associate them with the licensee record, as well as generate and track staff response/denial/approval correspondence regarding the documents submitted.</td><td>Y</td><td>Y</td><td></td><td></td></tr>
<tr><td colspan="6">The users/applicants will have the ability to perform self-inspection via their account on the</td></tr>
</table>

Community Portal. The licensee will be able to upload the self-inspection documentation, plans of improvement and other documentations etc.					
ONL-16	Board member data must be maintained in the database, including public and confidential contact information, service dates, and the population being represented. Information designated as public must be automatically posted and updated daily on the website in board-specific rosters that are available to the public.	Y	Y		Y
This can be achieved by configuration of Salesforce features. Furthermore restriction on data can be applied in order to ensure that all information is posted on the public website (DHHS website) that will be accessible by the public. This will be done by integrating the solution with DHHS website.					
ONL-17	Public meeting and hearing information, such as notices, agendas, minutes, proposed regulations, 407 reviews, etc. must be available to the public via the public-facing website. The public must be able to subscribe to information of interest to them, and automatically be notified when such information is made available or updated on the website. Information on upcoming events must be posted as it arises, and public access to past event information must be maintained.	Y	Y		Y
Integrating the Salesforce solution with the DHHS website will allow for information such as notices, agenda, minutes etc to be posted on the website.					
ONL-18	Confidential information used by board members, investigators, legal staff, and other designated individuals must securely be made available to only those individuals via the website. Designated individuals must be able to subscribe to information of interest to them, and automatically be notified when such information is made available or updated on the website.	Y	Y		Y
Setting up security parameters against confidential documentation will allow achieving this functionality.					
ONL-19	Licensee information must be automatically posted and updated daily on the website in license-type-specific rosters that are available to	Y	Y		Y

	the public.				
Integrating the system with the DHHS website would allow this functionality					

Training Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
TRN-1	Describe how the Contractor will provide and update the administrator reference materials and data dictionaries to include current data elements and functions in new versions.	Y	Y		
We will be able to provide and update the administrator reference materials and data dictionaries to include current data elements and functions. We also intend to provide documentation around User Guides and System designs.					
TRN-2	Describe the strategy for providing train-the-trainer instruction and materials, online training, online user reference materials, on-going support, and help features for instruction on use of the applications, and are updated to include current data elements and functions in new versions. Include the number and outline of training sessions necessary to optimally implement and operate the system. Describe the delivery method, which must include a combination of classroom and online learning techniques.	Y	Y		

MTX leverages an agile, client-centric, and **highly customizable training approach** for all engagements.

This approach is designed keeping the client stakeholders' and their requirements at the very center and the first step is Planning, which includes identifying and analyzing the end-users

and stakeholders. We engage with the key members of the client team to develop a comprehensive training plan and devise a strategy about how best it can be communicated within the team. The training material, exercises and user guides, etc. are customized as per the comfort level of the team members'. The training is planned to address all levels/ groups of the stakeholders', including business stakeholders, technical, and operational stakeholders The modes of training include instructor-led, system walk-throughs, demos, and leveraging Salesforce online modules. The training sessions are very interactive and facilitate real-time feedback mechanism which enables the trainers' to refine the training delivery and training materials and quickly adapt to the level and depth of understanding of the team members'. We believe in doing a thorough planning and analysis of the targeted training audience at the pre-implementation project phase, which enables us to efficiently conduct the trainings during the post-implementation/ go-live project phase					
TRN-3	Describe how the system provides help and training functions, which must be built into the software.	Y	Y		
Salesforce provides an intuitive help and training portal which brings together a rich set of resources that would give the users a centralized way to help solve problems quickly and easily. Salesforce also provides context-sensitive help icons throughout the application screens to make it easier for users to get unique help without searching. Salesforce online help is extremely thorough and effective for usability.					
TRN-4	Describe how the system provides interactive communication such as user groups for staff questions and support.	Y	Y		
The MTX team ensures that the training sessions are very interactive and facilitates real-time feedback mechanism which enables the trainers' to refine the training delivery and training materials and quickly adapt to the level and depth of understanding of the team members'.					
TRN-5	Describe how the system provides libraries of available reports, including instructions on modifying the reports.	Y	Y		
The ultimate goal of training is to do a perfect knowledge transfer to the group of system owners and the key to this is documentation. During the implementation phase, MTX team will prepare system documentation to be leveraged during post-implementation training, to facilitate efficient knowledge transfer. These documents will summarize system requirements, capabilities as well as detail system operations, and system configurations. During the project initiation phase, MTX team will assess specific requirements and expectations and agree to final documentation deliverables. Some typical examples of standard deliverables include: ● Technical Release Notes ● System administration Guide					

● End-user training guide ● Standard Reports These documents will be made available to the client team members and end-users, and they become part of the online library of resources that can be leveraged as self-support or reference tool, even after the go-live phase.

Public Health Investigation Module Requirements

Req #	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
PHI-1	The system must allow internet based access methods, for all types of users, after initial registration. Please describe the channels by which users can interface with the system.	Y	Y		
Salesforce has an extensively scalable interface for working with different devices such as desktop computers, laptops, tablets, and cell phones. The platform has been designed to be scalable in such a way that we can constantly stay ahead of customer demands.					
PHI-2	The system must allow users to register for system access via the internet. Please describe how the system meets this requirement, including how system access rights are determined and assigned.	Y	Y		
We are proposing a Software-as-a-service (SaaS) solution implemented on Salesforce platform, which refers to accessing the system via internet connectivity. The system rights are identified by the customer organization role and hierarchy, further we can set those access rights, restricting unauthorized access to the system and identifying who has access to what information					
PHI-3	The system must log off users after a system administrator configurable period of inactivity. Such inactivity periods may vary by user role. Please describe how the system meets these requirements.	Y	Y		
This can be achieved by configuring standard Salesforce features. The DHHS system admin staff will have the ability to configure periods of inactivity and log out the user from the system post that.					
PHI-4	The system must allow for full or partial search responses when searching. Please describe how	Y	Y		

	the system meets this requirement.				

This functionality can be achieved by standard configuration of Salesforce features. Salesforce offers the following ways to search for data stored in the system with access controls based on role and profile.

Sidebar Search

From the sidebar search box users can search a subset of record types and fields. Wildcards and filters can be used to refine the search. In Lightning Experience, users can narrow results by clicking object names on the left side of the page under Search Results. You're taken to a search results page that lists only records for that object.

Advanced Search

Users can search a subset of record types in combination and more fields, including custom fields and long text fields such as descriptions, notes, and task and event comments. Wildcards, operators, and filters can be used to refine the search.

Global Search

Users can leverage the global search box in the header of all Salesforce pages to search for more records, including articles, documents, products, solutions, Chatter feeds, files, groups, and people. Global search includes more fields, including custom fields, and long text fields such as descriptions, notes, tasks and event comments. Wildcards, operators, and filters can be used to refine the search. Nickname matching helps users find records with less guessing as the search engine automatically returns associated nicknames for Account, Contact, Lead and User records in the results. Search for Contacts using the Account Name by entering the first or last name (or both), plus the account name. Contacts that match the search terms and relate the specified account are returned. In addition, administrators have the ability to determine which custom objects should be returned in the global search results, hiding records that are not useful for end users and allowing them to find relevant information faster.

PHI-5	The system must use system generated complaint numbers. Complaint numbers must be unique to each individual complaint. They must never repeat and can be alpha, numeric or a combination. Please describe how the system meets these requirements.	Y	Y		

This can be achieved by configuring standard features of Salesforce case Management solution. With every case/complaint record creation a unique complaint number will be generated and will be recorded in the case record itself.

PHI-6	The system must include configurable logic or business rules on data entry that trigger customizable responses, distributions, alerts, work flows and or handling. Please describe how the system meets these requirements.	Y	Y		

This can be achieved through standard configuration or workflow and triggers rules in the Salesforce platform. Salesforce enables organizations to automatically create tasks when workflow rules are triggered. Tasks are dynamically assigned to the right person based on role. Administrators can predefined tasks and populate them with standard data such as priority, status, and due date to ensure prompt follow-through. Workflow management and process enactment are core strengths and foundational services of the Salesforce Platform that enable customers to easily automate business processes and operate more efficiently using point-and-click. Processes can be simple tasks - such as creating an activity, emailing an alert, updating a data field, or posting a message to a chatter feed - or more complex – such as sending data to external or third party systems and applications via an integration message, creating new records and updating existing related records, launching other processes/flows, submitting records for approval, and more.					
PHI-7	The system must allow for extensive screen, form, field, widget, radio button and drop down list configurability. Please describe how the system meets these requirements.	Y	Y		
Salesforce is a highly scalable platform that allows configuring of extensive screens, forms, fields, widgets, radio buttons and drop down lists.					
PHI-8	The system must perform duplicate checks on data entry. Please describe how the system meets this requirement.	Y	Y		
This can be achieved by configuring standard Salesforce features. Salesforce provides a native duplicate management capability to control whether and when you allow users to create duplicate records inside Salesforce. Customers have the ability to customize the logic that’s used to identify duplicates, determine whether duplicates are permissible, and create reports on the duplicates you do allow users to save (if applicable). When a user attempts to save a new record, the record is first compared with existing Salesforce records to identify possible duplicates. The criteria used to compare records and identify the possible duplicates are defined by a matching rule. A matching rule is made up of individual fields that are assembled into an equation. Each field contains matching criteria that tell the rule how to compare the fields and what conditions need to be met for the specific field to be considered a match. A simple matching rule might specify that if two records’ Email and Phone values match exactly, they are possible duplicates. Or you can use a variety of “fuzzy” matching methods to compare the fields. You can use the standard matching rules or create your own custom matching rule. Next, a list of possible duplicates is returned. What happens when the record being saved is identified as a possible duplicate depends on what’s defined in the duplicate rule. For example, the duplicate rule could block users from saving the possible duplicate record or					

allow them to save it anyway. Both the Block and Allow options include an alert, which tells users why they can't save the record and what they need to do. The Allow option includes the ability to report on the duplicate records.					
PHI-9	The system must provide for user configurable (based on role) and automated correspondence. Please describe how the system meets these requirements.	Y	Y		
Salesforce provides the ability for users to perform configurations or updates based on their role and access rights.					
PHI-10	The system must include user configurable, automated workflow management for tasks (assignment, review, etc...). Please describe how the system meets these requirements.	Y	Y		
This can be achieved by standard configuration of Salesforce features. Please refer to the response to PHI-6 for detailed description on workflow management.					
PHI-11	The system must allow for user set, custom error message text. In the Investigations custom web site, DHHS staff do error message handling on each data entry field that a user might be entering. If it is a first name, DHHS staff does error handling for that. If it is a phone number, DHHS staff does different "custom" error handling for a phone number field. The error messaging on the page that a user sees also tells DHHS staff what field is in error. Please describe how the system meets this requirement.	Y	Y		
This can be achieved by configuring standard Salesforce features.					

Technical Requirements Matrix

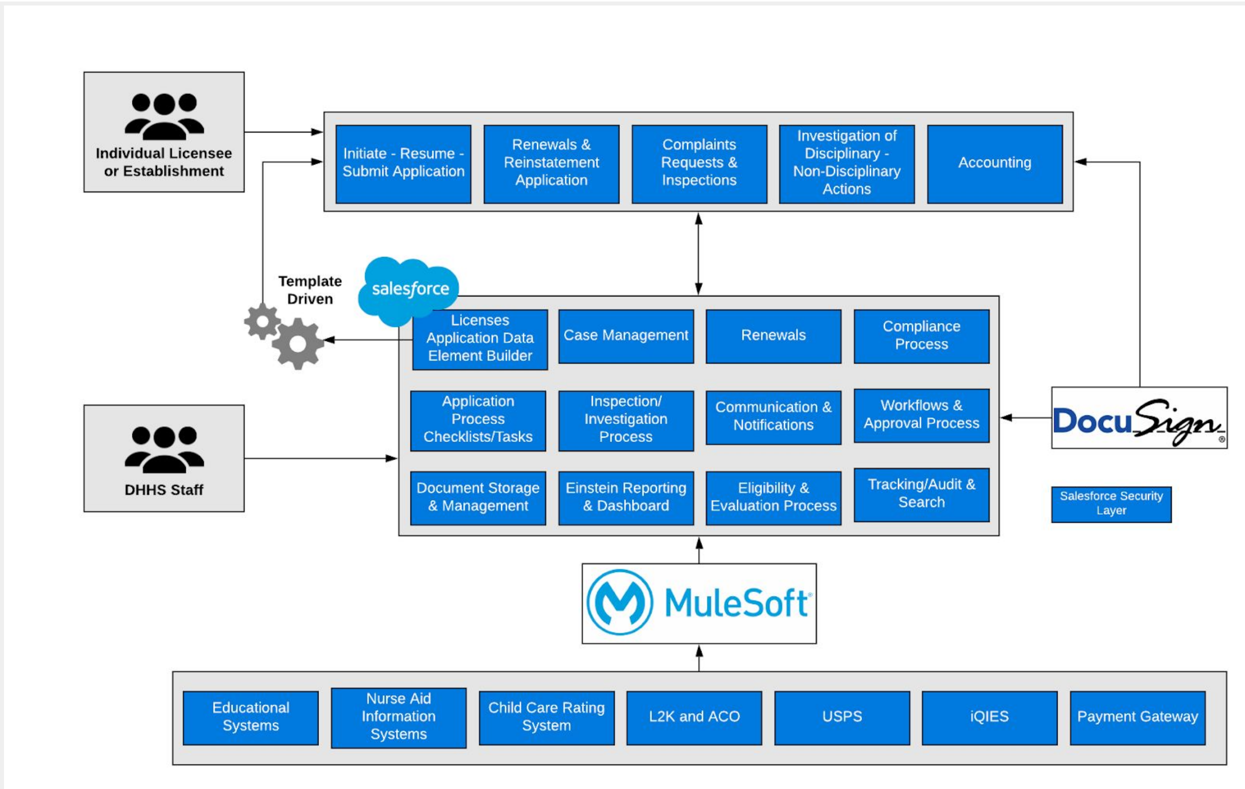
Req#	Requirement	(1) Comply	(a) Core	(b) Custom	(c) 3rd Party
TEC-1	Provide a description and diagram of the	Y			

	technical architecture. Include all database/web/networking hardware, software, tools, etc. Indicate where the system is hosted. Indicate if any components are needed on the client and/or loaded on servers, etc. Solution will only be server/cloud technology in nature. DHHS envisions one domain to be hosted for all applications. Currently, online renewal applications for individuals and businesses subject to the Uniform Credentialing Act are handled by System Automation. Online initial applications for Nursing and online renewal applications for Long-Term Care are submitted via Nebraska Interactive.				

We intend to implement the Licensure Information System on the Salesforce platform. Salesforce is available as a cloud-based, software-as-a-service solution. This means we deliver data and application functionality through the web, rather than having software reside on a user's computer or hardware drive in what is otherwise known as an on-premise solution. We automatically upgrade our technology several times a year, which means you are always getting the latest innovation so you can focus on your business, not technology. Because Salesforce manages all updates and upgrades, there are no patches for customers to download or install. Salesforce also manages availability, so there is no need for customers to add hardware, software, or bandwidth as your user base grows.
With this solution we intend to digitize the entire Licensing life cycle for DHHS. The following displays the solution that MTX is proposing for this engagement:

- Salesforce Community portal - For Licensing Applications
- Salesforce Platform - For DHHS Staff
- Mulesoft - Integration with external systems
- Docusign - For Electronic Signatures

The applicants will be able to apply for licenses online, they will also have the ability to track their applications and upload any relevant/supporting documents. The DHHS staff will have the ability to process the license applications online through the Salesforce Platform. The staff will have the ability to drive the application through approvals.
Attached below is the technical architecture diagram



MTX intends to use Mulesoft for external integrations

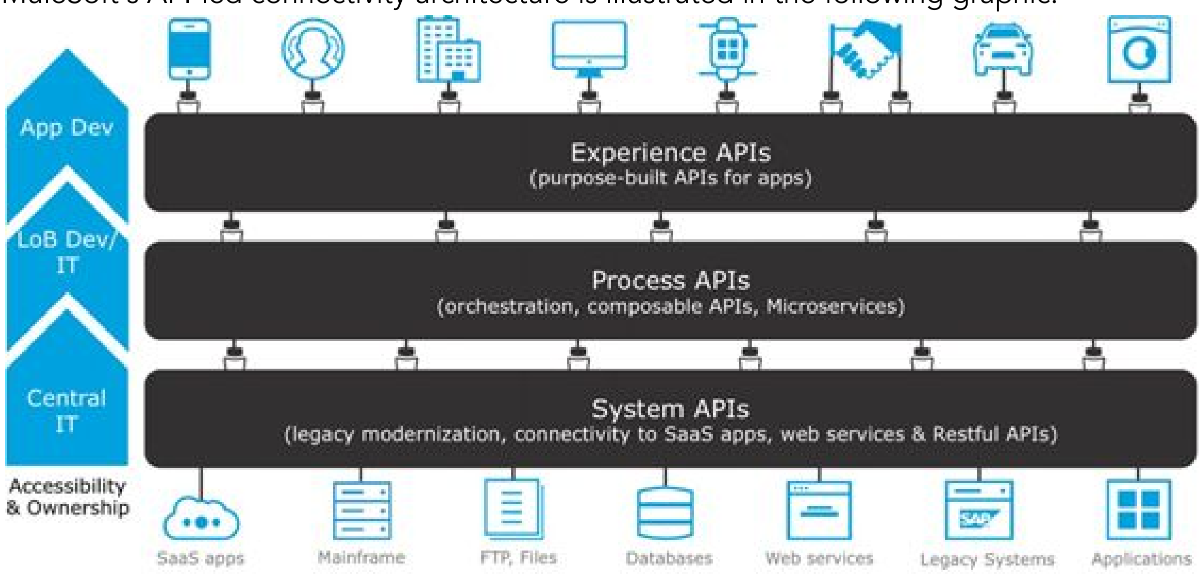
MuleSoft provides the most widely used integration platform for connecting SaaS and enterprise applications in the cloud and on-premise. Delivered as a single platform (Anypoint Platform) and built on proven open source technology for the fastest, most reliable on-premise and cloud integration without vendor lock-in.

MuleSoft's Anypoint Platform allows organizations to truly deliver on their digital transformation through realizing API-led connectivity. Anypoint makes connecting anything easy including SaaS, Service Orchestration, Application Integration and APIs on a single unified platform. The Platform provides tools that architects and developers across the enterprise can adopt quickly to design, build, and manage the entire lifecycle of their APIs, applications and products. The result is a 2x to 5x faster time to launch new initiatives, connect systems, and unlock data across the enterprise and a 30% reduction in integration costs.

Salesforce acquired MuleSoft, Inc. ("MuleSoft"), the provider of one of the world's leading platforms for building application networks that connect enterprise apps, data and devices, across any cloud and on-premises. Together, Salesforce and MuleSoft will accelerate our customers' digital transformations, enabling them to unlock data across legacy systems, cloud apps and devices to make smarter, faster decisions and create highly differentiated, connected customer experiences.

With Salesforce, our mission is to help our customers connect to their customers in a whole new way. We do this by giving them a platform that abstracts away all of their complex enterprise

systems and helps them build modern experiences that connect every system, every customer, and every device. A core and strategic piece of this is integration, and the foundation of the Salesforce Integration Cloud is MuleSoft. The MuleSoft Anypoint Platform enables over 1,600 organizations in approximately 60 countries to build application networks and meet the challenges of the digital economy. The MuleSoft Anypoint Platform is a horizontal solution that addresses a broad range of integration and API management use cases. Common use cases include: • Pull data from external systems into Salesforce. • Expose data from existing systems to mobile apps, partners, and customers via APIs. • Sync data records between cloud applications and on-premise databases. MuleSoft's approach enables a new and more efficient IT operating model that leverages consumption-oriented, reusable assets to connect applications, data and devices. MuleSoft's Anypoint Platform provides a unified solution to solve integration and API management use cases. The Anypoint Platform uniquely combines integration with full API lifecycle management. The Anypoint Platform resolves many kinds of challenges—from tactical uses to mission-critical pains. It is adaptable and designed to swiftly solve the programs businesses face today and in the future. MuleSoft's API-led connectivity architecture is illustrated in the following graphic:					
TEC-2	Describe how the system is responsive to mobile technology and works with mobile devices such as smartphones or tablets.	Y			
Mobility is a native capability of the Salesforce Platform. The Salesforce mobile app is built on the Salesforce Platform and provides your organization's users with a completely unified mobile experience across a variety of mobile devices, including iOS and Android smartphones and tablets. Virtually all functions in the application proper can be accessed through our Salesforce					



mobile app such as collaboration, workflow and approvals and much more. Mobile support is standard, out-of-the-box functionality and requires no customization or 3rd party mobile application development tools. Configure your enterprise app once and it's instantly mobile from the get-go. The Salesforce mobile app allows your organization's users to access Salesforce solutions from anywhere, bringing all of the Salesforce customizations, configurations, settings, and data to any device. Salesforce mobile app can be instantly distributed to mobile users each time a new app is created – with no deployment headaches. With the power of the platform, administrators can build applications on the desktop and then mobile-enable them with just a few clicks. From custom tabs and configurations to Salesforce pages and more, your organization can tailor mobile deployments for individual users or groups so that everyone is ultra-productive, no matter where they are located. Mobile enables your organization to: develop and run mobile and desktop apps on a single cloud computing platform; create customized mobile profiles that are specific to a user or group's needs; and push customizations over the air automatically so users never have to sync devices.					
TEC-3	Describe any third party components that are proposed as part of the system, i.e. using Crystal Reports as a reporting tool.	Y			Y

Below are the list of third party components that will be integrated with the solution via Mulesoft. Refer response to TEC-1 for detailed description on how mulesoft integration would happen.

1. Docusign - for providing the ability to electronically sign the licenses issuance
2. Payment Gateway - providing the ability to make payments electronically
3. USPS - provide the Ability to auto populate the address whenever the applicant tries to enter an address
4. GPS System - Allow users to display all establishments within a specific area of Nebraska and map out inspection schedules and routes.
5. Third Party integrations - Allow for third party to provide updates to applicant & licensee record:
    a. DHHS website
    b. Educational Systems - Allow educational institutions to submit data regarding education on a licensee's record
    c. Nurse Aide Employment information - Allow employers to submit nurse aide employment information, including adding new hires, updating current nurse aide rosters, and adding employment end dates, to update nurse aide applicant & licensee record
    d. Allow employers to enter and update license information for licensed employees
6. Child Care rating system - Allow the Child Care Rating system to add/update a rating level to a licensee's record
7. L2k and Aspen Central Office (ACO) - Allow the Child Care Rating system to add/update a rating level to a licensee's record
8. iQIES - Ability to integrate with Internet Quality Improvement and Evaluation System

TEC-4	Describe how the system is designed so that business rule parameters and code lookup tables can be easily updated without changing the overall application program logic.	Y			
Refer response to PHI-6					
TEC-5	Describe the upgrade and maintenance process for the system. Downtime and impact to the users must be minimized.	Y			
All upgrades, patches, and other system maintenance are provided as part of the subscription service with no additional cost to DHHS. In addition, Salesforce releases 3 complimentary upgrades each year, in Winter, Spring, and Summer versions. All Salesforce users are always on the latest version of our platform because everyone gets instant upgrades (typically on an opt-in basis). Each time Salesforce releases a new version of the application and the platform, the entire community can take advantage of the latest innovations from our product development team. Because of our multi-tenant architecture, Salesforce is able to provide all of our customers with a service based on a single version of our application. We are able to upgrade all of our customers at the same time with each release. As a result, we do not have to maintain multiple versions of our application. Each release will be delivered automatically in a transparent manner, and will not break your configurations. When maintenance is scheduled, Salesforce publishes the dates and times of the maintenance windows on trust.salesforce.com which show a forward 12-month view of the maintenance windows Salesforce plans to take. Premier Alerts are sent via email when the maintenance windows are posted to trust.salesforce.com. Approximately one week prior to the scheduled maintenance, Salesforce communicates those dates and times via the in-application pop-up window upon login to Salesforce. In the event of planned maintenance that requires customer action in advance (e.g. updating network settings in preparation for additional login pools), Salesforce endeavors to communicate via email to system administrators of DHHS months prior to the maintenance and on scheduled downtimes.					
TEC-6	Describe any impact on customizations made to the system for upgrades and maintenance processes. Downtime and impact to the users must be minimized.	Y			
Refer response to TEC-5					
TEC-7	Describe any redundancy built into the system to limit any downtime.	Y			
Customer data, up to the last committed transaction, is replicated to disk in near-real time at the designated disaster recovery data center, backed up at the primary data center, and then cloned to the disaster recovery data center. Disaster recovery tests verify our projected recovery times					

and the integrity of the customer data. Backups are performed daily at each data center facility without stopping access to the application. Backup cloning is transmitted over an encrypted network (our MPLS network across all data centers). Tapes never leave our secure data center facilities, unless they are to be retired and destroyed through a secure destruction process. The backup retention policy is 90 days (30 days for sandboxes). Deleted / modified data cannot be recovered after 90 days (30 days for sandboxes). If customers want a longer retention, they can use the weekly export feature available in the system. Furthermore, Our data centers all reside at major internet hubs in the US and Japan, giving us access to a wide selection of networks. We are not tied to a single network provider; we can select carriers who deliver the best performance, reliability, and capacity. This design ensures that our customers will experience the shortest access and download times. • We also peer at the public switch at Equinix Exchange, with more than 20 peer networks available. • Dedicated hubs are in US, APAC, and Europe. • There is no single point of failure. • We have carrier-level scalability. Cisco tested our network with a simulation that ran multiple gigabits of traffic (HTTP/S) and millions of sessions without problems. • IP addresses are granted by ARIN.					
TEC-8	Describe how the system has the ability to share data securely, including importing and exporting of data to/from other application software tools, such as a Microsoft Excel file, XML, comma separated value (csv) file, etc.	Y			
Salesforce understands that the confidentiality, integrity, and availability of our customers' information are vital to their business operations and Salesforce's own success. Salesforce uses a multi-layered approach to protect that key information, constantly monitoring and improving our application, systems, and processes to meet the growing demands and challenges of security. Salesforce ensures secure import and export of data. The Salesforce Platform includes the following import/export options for data: ● Data Import Wizard - An in-browser wizard that imports data for many standard Salesforce objects, including accounts, contacts, leads, solutions, campaign members, and person accounts. You can also import data for custom objects. ● Salesforce Data Loader - Data Loader is a free, client application for the bulk import or export of data. Use it to insert, update, delete or export Salesforce records. ● Direct Export - Data can be exported directly into CSV (comma separated values) file, or Excel files with a button click. This can be done from either a standard or custom list view, or from a report. This is the most common method utilized by end users.					

● Salesforce API - Data can be exported to and from the system through our API at any time or via a number of built in features.					
TEC-9	Describe how the system has the ability to archive data and documents per the DHHS' required record retention schedules, which provides different retention periods for different document types. Describe the method and ability to adjust to changes in the retention schedule.	Y			

Retention
Active customer data stays on disk until the customer deletes or changes it. Customer-deleted data is temporarily available (15 days) to customers online from the Recycle Bin. The retention policy for backup media is 90 days (30 days for sandboxes). Deleted / modified data cannot be recovered after 90 days (30 days for sandboxes).

Salesforce customers are responsible for complying with their company's data retention requirements in their use of the Salesforce Services. If a Salesforce customer must preserve data and the retention procedures above are insufficient, they may schedule a weekly export of data or copy to a sandbox account. Exports of Customer Data are available in comma separated value (.csv) format by request via Salesforce's Customer Support department. In addition, many exports can be manually pulled by the designated org administrators.

Archival of Field History Data for Auditing and Retention
Field Audit Trail lets you define a policy to retain archived field history data up to ten years, independent of field history tracking. This feature helps you comply with industry regulations related to audit capability and data retention.

TEC-10	Describe how the system has the ability to provide audit information on all data accessed or changed within the system.	Y			

Core Auditing Capabilities
Within Salesforce, the creator and last updater, as well as timestamps, are recorded for every record. Additionally, the Salesforce Platform and Salesforce Applications have a multitude of history tracking and auditing features that provide valuable information about the use of an organization's applications and data, which in turn can be a critical tool in diagnosing potential or real security issues. Auditing features include:

Record Modification Fields - All objects include fields to store the name of the user who created the record and who last modified the record. This provides some basic auditing information.

Login History - You can review a list of successful and failed login attempts to your organization for the past six months within Salesforce. Your organization can also track the geographic location of the IP addresses of your logins in your personal settings. You can track the geographic location

of the login IP addresses for any of your users in the user's detail page. To get more detailed geographic information, such as city and postal code, you can download the login history. Due to the nature of geolocation technology, the accuracy of geolocation fields (for example, country, city, postal code) can vary. Field History Tracking - You can also enable auditing for individual fields (up to 20 fields per object), which will automatically track any changes in the values of selected fields. Although auditing is available for all custom objects, only some standard objects allow field-level auditing. Setup Audit Trail - Administrators can also view a Setup Audit Trail for the past six months within Salesforce, which logs when modifications are made to your organization's configuration. This trail can be downloaded into Excel or as a csv file. While the Login History and Setup Audit Trail are available for six months within Salesforce, audit trails can be downloaded and stored locally to meet longer audit log retention requirements. Detailed application logs can be used for forensics investigations by customers. These logs are stored for 18 months and are available for a fee.					
TEC-11	Describe how the system allows multiple users to use the software applications and database concurrently.	Y			
Salesforce is a highly scalable and extensible platform, allowing multiple users to access the software applications and database concurrently. It's a cloud based platform, therefore there is no limitation with respect to hardware etc.					
TEC-12	Describe how the system is scalable and flexible enough to accommodate any changes required by the DHHS, or by any federal statute, federal mandate, federal decision or federal policy.	Y			
Salesforce is very conscious of performance and has designed the service to be scalable in such a way that we can constantly stay ahead of customer demand. Salesforce multi-tenant architecture allows us to easily add web and application servers to accommodate more users. The system architecture also allows us to add more database servers as needed to accommodate more users. In addition, the facility that houses our servers provides us with guaranteed bandwidth, which we can increase as needed.					
TEC-13	Describe how the system is able to scan, attach, and store different document types (pictures, documents, PDF file, etc.) within the system.	Y			
Create, share, and organize content with customers in the Salesforce cloud, and sync files between your local drive and Salesforce. Explore the various ways to manage your files and					

content through Files, Salesforce CRM Content, Salesforce Knowledge, Documents, and Attachments.

Salesforce Files
Use Salesforce Files to share and collaborate on files, store files privately, manage version updates, and follow files that are important to you. Use Files Connect to connect to external file systems right from Salesforce.

Files Connect External Files
Browse, search, and share files that are stored elsewhere right from Salesforce.

Document Library Overview
Each document that is stored in the document library resides in a folder. The folder's attributes determine the accessibility of the folder and the documents within it. Document libraries store documents that aren't attached to records. Access your library documents via the Documents tab.

Salesforce CRM Content Overview
Organize, share, search, and manage content within your organization and across key areas of Salesforce with Salesforce CRM Content. Content includes all file types, from traditional business documents such as Microsoft® PowerPoint presentations to audio files, video files, Web pages, and Google® docs.

- Collateral Management

Create and share documents, materials, and content across teams. Users can also compile and send content packs to customers via a content delivery web link. The system tracks when it was opened. This can also be password protected.

- Full-text Search

Salesforce Content Management offers search capabilities similar to commercially available search engines, to find relevant documents.

- Filtered Search

Users can filter search results on criteria like author and document type.

- Content Tagging

Users can associate keywords with documents to optimize searches.

- Community Feedback

Users can rate documents to show how the broader community values content.

- Files Previews

Files Preview, makes it easy for your users to preview and take quick action on files. The Files Preview component displays a preview of the file with file actions clearly labeled across the top. When a file can't be previewed, the preview shows an icon of the file's type.

- Content Subscriptions

Subscriptions can notify users when documents are edited or when new, relevant content is added or updated.

- Tags

Publishers and viewers can tag documents with keywords, or tags. A user can then browse through documents with a specified tag. They begin this process by clicking on a word or phrase in a "tag cloud" that highlights the most widely used tags.

- Full Text Search: Users can simply enter keywords into the search box and find relevant results.
- Filtered Search: The user can filter the documents by criteria like file type, author, workspace, tags, or other customizable document attributes. The results are narrowed down to only those documents that meet the specified criteria.

TEC-14	Describe how the system has the ability to generate reports and ad hoc queries without performance impact to user access or system response time.	Y			

The Salesforce solution includes a powerful suite of analytics and reporting tools to help you view and analyze your data that can be accessed via the web or mobile device in real-time. Analytic capabilities consists of several integrated parts:

Report Types

A report type defines the set of records and fields available to a report based on the relationships between a primary object and its related objects. Reports display only records that meet the criteria defined in the report type. Salesforce provides a set of predefined standard report types; administrators can create custom report types as well.

Report Formats

Salesforce reports can use the tabular, summary, matrix, or joined format:

Tabular reports are the simplest and fastest way to look at data. Similar to a spreadsheet, they consist simply of an ordered set of fields in columns, with each matching record listed in a row. Tabular reports are best for creating lists of records or a list with a single grand total. Examples include contact mailing lists and activity reports.

Summary reports are similar to tabular reports, but also allow users to group rows of data, view subtotals, and create charts. They can be used as the source report for dashboard components. This type of report can be used to show subtotals based on the value of a particular field or when a hierarchical list is desired, such as all Cases for your team, subtotaled by Status and Owner.

Matrix reports are similar to summary reports but allow users to group and summarize data by both rows and columns. This type of report can be used for comparing related totals, especially if there are large amounts of data to summarize and users need to compare values in several different fields, or users want to look at data by date and by type, person, or geography.

Joined reports let users create multiple report blocks that provide different views of the data. Each block acts like a "sub-report," with its own fields, columns, sorting, and filtering. A joined report can even contain data from different report types.

Reports

A report returns a set of records that meets certain criteria, and displays it in organized rows and columns. Report data can be filtered, grouped, and displayed graphically as a chart. Reports are stored in folders, which control who has access. To help you monitor your organization, Salesforce offers a wide range of standard reports, accessible in the standard reports folders on the Reports tab. All our standard reports are "templates" so they can be used as report starting points from which users can alter fields, criteria, etc. and use the "Save As" function to easily capture a version more specific to their unique needs. Users can also create new custom reports to access exactly the information they need. Subtotal and limit data to help users analyze trends and get a concise picture of what is happening in your organization. Report Builder is intuitive and user friendly. There is no need for IT support or advanced scripting capabilities to run reports. View Salesforce's Tutorial on Creating Reports with the Report Builder in Trailhead: https://trailhead.salesforce.com/en/modules/reports_dashboards/units/reports_dashboards_getting_started

TEC-15	Describe the help desk operations and support that will be provided with the system.	Y			

MTX offers Post-Launch Support services following Go Live. These can be tailored to the client, based on their internal capabilities and preferences for MTX's ongoing involvement with the program post-launch.

Salesforce Premier+ Success Plan

The Premier+ Success Plan provides priority case routing, 1-hour response time for critical issues, 24x7 phone support, unlimited usage of our entire online course library, and access to a team of expert Salesforce administrators. This comes with additional cost to the customer. Benefits of the Premier+ Success Plan include:

- 24x7 toll-free phone support
- Priority case queuing and routing
- Quick initial 1-hour response time for critical issues
- On-demand training for administrators, developers, and end users via Trailhead
- Access to our pool of Salesforce Certified Administrators who can configure and maintain your Salesforce edition
- Access to a library of more than 90 Premier Accelerators (1-on-1 coaching sessions with Salesforce experts help you take advantage of key Salesforce capabilities)
- Around-the-clock access to an online, searchable knowledge base, with answers to the most commonly asked support questions
- Ability to ask questions and get answers from the Success Community, a thriving hub of Salesforce partners, experts, and customers
- Access to Success Managers that are product and market experts who assist with Salesforce product adoption and utilization

- Ability to boost productivity with Premier Apps - apps are developed, supported, and maintained by Salesforce to help you automate key features, find the right answers, reduce support cases, and get the most out of Salesforce
- Access to Circle of Success interactive group discussions to learn best practices or troubleshoot situations with peers
- Developer Support
- Certification Prep Courses and certification practice exam access
- Premier Success Review to measure usage and trends
- More than 100 administrative services
- Ability to participate in exclusive events where you can learn best practices and strategies with Salesforce experts

<table>
<tr><th>Req#</th><th>Requirement</th><th>(2) Comply</th><th>(b) Core</th><th>(b) Custom</th><th>(c) 3rd Party</th></tr>
<tr><td>STN-1</td><td>If web-based system applications are required, describe what industry standard browsers are supported by the system. If the system requires additional components, describe the technical details of those components.</td><td>Y</td><td></td><td></td><td></td></tr>
<tr><td colspan="6">Supported browsers for Salesforce vary depending on whether you use Salesforce Classic or Lightning Experience.
Salesforce Classic supports Microsoft® Internet Explorer® 11 and Apple® Safari® version 12.x on macOS. The most recent stable versions of Microsoft Edge, Mozilla® Firefox®, and Google Chrome™ are also supported.We recommend using only Safari 12.0 or later to access Lightning Experience on iPads.</td></tr>
<tr><td>STN-2</td><td>The system must store data in federally compliant data centers residing within the continental United States of America.</td><td>Y</td><td></td><td></td><td></td></tr>
<tr><td colspan="6">Our data centers all reside at major internet hubs in the US and Japan, giving us access to a wide selection of networks. We are not tied to a single network provider; we can select carriers who deliver the best performance, reliability, and capacity. This design ensures that our customers will experience the shortest access and download times.

• We also peer at the public switch at Equinix Exchange, with more than 20 peer networks available.</td></tr>
</table>

• Dedicated hubs are in US, APAC, and Europe.

• There is no single point of failure.

• We have carrier-level scalability. Cisco tested our network with a simulation that ran multiple gigabits of traffic (HTTP/S) and millions of sessions without problems.

• IP addresses are granted by ARIN.

Data centers are physically secured using a defense-in-depth approach. All buildings are completely anonymous, with bullet-resistant exterior walls and embassy-grade concrete posts and planters around the perimeter. All exterior entrances feature silent alarm systems that notify law enforcement in the event of suspicion or intrusion.

Physical access to the data centers and cages is monitored 24/7 by data center security personnel through guarded lobbies and CCTV cameras that are set up inside and outside the data centers in critical areas. Critical areas that are monitored include; doors to colocation areas, access to cage doors, server floor areas, external perimeter, data center entries and exits, and shipping/ receiving.

Salesforce controls visitor access (individuals without pre-authorized access) to the data center facilities by authenticating visitors before authorizing access to the facilities. All visitors must be accompanied by an individual on the Salesforce authorized data center access list. Unaccompanied visitors are not allowed access to the data center. Upon arrival visitors must sign in at the front desk, submit a valid government issued photo ID, and be approved by an individual on the Salesforce authorized list.

Access to Salesforce data centers is authorized based on position or role. Access is strictly limited to those few individuals with a business need for access. Access is controlled via badges/pin pads, biometrics, and security guards. Subsequent entry to the production cage areas and tape vault requires badge and biometric access. Access to the Salesforce data center cages requires two-factor authentication (a pin pad or badge and biometric access).

VESDA (very early smoke detection apparatus) sensors are installed throughout the data center and sampling points in the air handling systems. Dual-alarmed, dual-interlock, multi-zone, pre-action dry pipe water-based fire suppression limits response only to affected area(s). Smoke detectors are deployed at the ceiling level and under the raised floor throughout the collocated data center facilities. All fire suppression systems are inspected either in house by colocation data center staff or by OEM personnel according to manufacturer's recommendations. Manually operated fire extinguishers are in place throughout the facility. Fire extinguishers are inspected monthly by data center staff and annually by a State-certified third-party service.

Audits of security controls at the data centers are performed multiple times throughout the year (SOC 1 [previously known as SAS70], ISO27001:2005, internal/technology audits). In addition, onsite data center engineers provide immediate feedback on security issues to the data center operations management and security teams. The data center locations are monitored during normal business hours by the data center engineers.

STN-3	All data is the property of DHHS, and DHHS will retain the exclusive rights of use now and in	Y			

	perpetuity.				

Salesforce claims no ownership rights to Customer Data. Salesforce provides contractual assurance to its customers that the Customer Data hosted in the Salesforce Services will be kept confidential and not accessed by third parties except under narrow circumstances (such as a customer support issue or as required by law). In the case of customer support, Salesforce personnel will access a customer's org only with prior approval and subject to confidentiality obligations.

Your organization can extract its data via Export Services utilities including: weekly export, data loader, APIs, EAI tools, etc. Below we describe the methods to export data from Salesforce.

STN-4	The system must comply with accessibility requirements described in 45 CFR 85 and with State of Nebraska accessibility requirements located at: https://nitc.nebraska.gov/standards/2-101.pdf.	Y			

The system does comply with the accessibility requirements. This includes the system being usable by any individual, also including individuals with disabilities. For more, refer to the response to STN-5 below.

STN-5	The system must comply with the sub-parts of Section 508 of the Americans with Disabilities Act (ADA), and any other applicable State or federal disability legislation. Refer to http://www.ada.gov/508/.	Y			

Salesforce is committed to providing on-demand enterprise applications accessible to all individuals. This includes users working with assistive technology, such as speech recognition software and screen readers. To help meet our goal of accessible design, Salesforce follows the internationally recognized best practices in Section 508 of the Rehabilitation Act and the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.

Salesforce introduced the Lightning User Experience, which brings a re-imagined user interface that is modern, efficient, and highly accessible. The Lightning Experience is engineered with Accessible Rich Internet Application (ARIA) features built in that help assistive technology users have the best possible experience with Salesforce. We provide software releases three times a year, ensuring that our customers can easily take advantage of the accessibility features introduced in each release.

The Salesforce Lightning Experience Voluntary Product Accessibility Template (http://salesforce.com/company/legal/508_accessibility.jsp) serves as a guide in evaluating conformance to Section 508 of the Rehabilitation Act and WCAG within Salesforce Lightning

<table>
<tr><td colspan="6">Experience UI. The accessibility features available within a Salesforce application are dependent on the application UI configuration and Lightning component usage. For this reason, adherence to accessibility requirements should be evaluated throughout the design and final testing of the Salesforce application and not merely on a specific VPAT.

The VPATs are encompassing the features and functions of Salesforce products and provide an explanation of supporting features. If required, Salesforce will make itself available to review the VPAT and features with your organization's Accessibility team to determine the requirements and our ability to ensure accessibility.

Copies of VPATs are available on the Salesforce website at: https://www.salesforce.com/company/legal/508_accessibility.jsp. As new or additional VPATs become available, they will be posted to the Salesforce website.</td></tr>
<tr><td>STN-6</td><td>Describe how the system complies with digital signature requirements described in the Nebraska Digital Signatures Act, and all other applicable legal requirements in Nebraska for digital signatures. Refer to http://www.sos.ne.gov/rules-and-regs/regsearch/Rules/Secretary_of_State/Title-437.pdf for definition and standards in Nebraska.</td><td></td><td></td><td></td><td>Y</td></tr>
<tr><td colspan="6">The system will be integrated with a third party app called Docusign via Mulesoft</td></tr>
<tr><td>STN-7</td><td>The system must comply with all HIPAA and other statutory, regulatory, and policy requirements for protected health information. Refer to http://dhhs.ne.gov/ITSecurity.</td><td>Y</td><td></td><td></td><td></td></tr>
<tr><td colspan="6">Many Salesforce customers store protected health information (PHI) on our service.
The U.S. Centers for Medicare & Medicaid Services (CMS) guidelines (http://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/InformationSecurity/Downloads/System-Security-Levels-by-Information-Type.pdf) states that "Information related to personnel, medical, and similar data includes all information covered by the Privacy Act of 1974 (e.g., salary data, social security information, passwords, user identifiers (IDs), Equal Employment Opportunity (EEO), personnel profile (including home address and phone number), medical history, employment history (general and security clearance information), and arrest/criminal investigation history as well as personally identifiable information (PII), individually identifiable information (IIF), or personal health information (PHI) covered by the Health Insurance Portability and Accountability Act of 1996 (HIPAA)" should be considered Moderate for Confidentiality, Integrity, and Availability.</td></tr>
</table>

Salesforce's FedRAMP ATO is based on a Moderate System Security Level. Please note, Salesforce is not considered a "first-tier, downstream or related entity" for the purposes of compliance with CMS flow-down regulations. Salesforce has also received a Provisional Authorization (PA) from Defense Information Systems Agency (DISA) at Impact Level 4 (IL4) to store, process, or transmit Controlled Unclassified Information (CUI) and/or other mission critical data to include that used in direct support of military or contingency operations. In addition to the DoD Cloud Computing SRG including PHI as a CUI category, the National Archives' CUI Registry (https://www.archives.gov/cui/registry/category-list) includes Health Information as a category under Privacy.					
STN-8	If the system requires client software to be installed, describe how the system ensures that all software used for the system can be distributed, installed and configured in an unattended "silent" manner.	Y			
The solution proposed will be integrated with the existing softwares of DHHS, as listed in the TEC-3 section, all the integration will be done via Mulesoft as described in TEC-1 response.					
STN-9	Current DHHS policies prevent users from making administrative changes and downloading software locally to their PC. Describe how the system supports this policy.		Y		
Within the Salesforce platform, no additional hardware or software will be required to be downloaded on the local PC. Salesforce platform is a cloud based technology therefore a user will only require an internet connection. Furthermore, only DHHS administrative staff will have the ability to assign users with specific roles and profiles, thereby restricting them from information which is not required for them to view.					
STN-10	Current DHHS policies recommend not storing any data locally in the event that a user's desktop PC needs to be reimaged (which deletes locally stored data). Describe how the system supports this policy.	Y			
Salesforce is a cloud based technology, therefore no data will be required to be stored on the local device of a DHHS user. All the data will be stored in the cloud with utmost security and privacy. Refer to the security section for further details on maintaining data confidentiality and integrity.					
STN-11	Describe the report design tools and output formats.		Y		

Refer response to TEC-14					
STN-12	Describe how the system maintains licensed software, including all third-party software, no more than two supported versions behind the latest release, and updated with latest security patches.	Y		Y	Y
Salesforce releases 3 complimentary upgrades each year, in Winter, Spring, and Summer versions. All Salesforce users are always on the latest version of our platform because everyone gets instant upgrades (typically in an opt-in basis). Each time Salesforce releases a new version of the application and the platform, the entire community can take advantage of the latest innovations from our product development team. Because of our multi-tenant architecture, Salesforce is able to provide all of our customers with a service based on a single version of our application. We are able to upgrade all of our customers at the same time with each release. As a result, we do not have to maintain multiple versions of our application. Each release will be delivered automatically in a transparent manner, and will not break your configurations. For third-party softwares which has been integrated with the solution, if an upgrade is released for a latest version by the third party, there is no auto-upgrade functionality available. We will have to upgrade it manually.					

Req#	Requirement	(3) Comply	(c) Core	(b) Custom	(c) 3rd Party
ERR-1	Describe the error handling functionality.	Y			
Salesforce configurations are such that they allow you to set the type of data that should be entered into the field. If the entered data is incorrect, Salesforce lets you set triggers to pop error messages. It also allows you to mark certain fields as mandatory, without filling them the user won't be able to proceed. Salesforce also provides the ability to customize the error messages, and pointing to the field where the error has occurred. All standard Salesforce user interface pages include a "Help for this page" link that provides detailed help. In addition, for standard and custom data fields on any database object, customers can provide their own field-level help. The Help Text feature for custom fields is incredibly helpful for the overall usability of Salesforce. Field-level help allows you to provide help text detailing the purpose and function of any standard or custom field. You can define custom help text for your organization's fields to provide users with a helpful description for any field on all detail and edit pages where that field displays. Users can view the field-level help text by hovering over the Info icon next to the field.					

<table>
<tr><td colspan="6">Salesforce provides custom labels -- the ability to create custom text values, up to 1,000 characters in length, that can be accessed from Apex classes or Visualforce pages. The values can be translated into any language Salesforce supports. Custom labels enable developers to create multilingual applications, by automatically presenting information (for example, help text or error messages) in a user's native language</td></tr>
<tr><td>ERR-2</td><td>Describe how the system provides a comprehensive set of edits at the point of data entry to minimize data errors and provide immediate feedback in order for incorrect data to be corrected before further processing (e.g., spell check, zip codes, etc.).</td><td>Y</td><td></td><td></td><td></td></tr>
<tr><td colspan="6">Refer response to ERR-1</td></tr>
<tr><td>ERR-3</td><td>Describe how the system ensures all errors are written and categorized to an error log. Describe how the system allows for a user to view, filter, sort, and search the error log.</td><td>Y</td><td></td><td></td><td></td></tr>
<tr><td colspan="6">Within Salesforce you can configure Debug logs, which give full details of the error logs. The debug log not only captures the errors but records database operations, system processes too. We can monitor the type of errors from the debug log.</td></tr>
<tr><td>ERR-4</td><td>Describe how the system allows for user-defined alerts of errors, including those to external communication mechanisms (e.g., e-mail and text messaging).</td><td>Y</td><td></td><td></td><td></td></tr>
<tr><td colspan="6">Refer response to ERR-1.
Furthermore, Salesforce also provides the ability to send out error messages via email or text messaging. For what action that a user performs results in an error can be user-defined also the text/email content that needs to be sent to the user as an error message can also be user defined.</td></tr>
<tr><td>ERR-5</td><td>Describe how the system provides for the generation of standard and customizable error reports.</td><td>Y</td><td></td><td></td><td></td></tr>
<tr><td colspan="6">The DHHS internal staff will have the ability to create standard and customizable error reports based on the Reports and Dashboard functionality of Salesforce as described in the Reporting section.</td></tr>
<tr><td>ERR-6</td><td>Describe how the system includes a comprehensive list of error messages with unique message identifiers.</td><td>Y</td><td></td><td></td><td></td></tr>
</table>

Refer response to ERR-3					
ERR-7	Describe how the system displays errors to the user/operator in real-time whenever an error is encountered.	Y			
By setting up relevant workflows and triggers functionality, Salesforce allows display of error messages against any incorrect data entered in the field or any missing field.					
ERR-8	Describe how the system has the ability to suppress error messages based upon user-defined criteria.	Y			
The users will not be able to fill Salesforce web-pages if they enter any incorrect data in any field. The error message pop up will only fade once the correct data is entered and hence the user is able to proceed.					

Req#	Requirement	(4) Comply	(d) Core	(b) Custom	(c) 3rd Party
DBM-1	Describe the database architecture, including the database software that is supported by the system.	Y	Y		
Salesforce use an advance type of RDBMS system to store its database in a multitenant environment (*Multitenancy* is the fundamental technology that clouds use to share IT resources cost-efficiently and securely), all these data have a meta data defining its underlying structure and most of the apps uses the meta data driven, app development, so basically by using APIs.					
DBM-2	Describe how the system allows changes to be made available immediately on-line.	Y	Y		
Changes that are made in the database can be seen and accessed immediately.					
DBM-3	Describe how the system facilitates data structure changes to accommodate expanding scope, new services, changing requirements and legislative mandates.	Y	Y		
The Salesforce database is robust and has scalability at its core, so adding new functionally on top is as easy as adding any new business logic.					
DBM-4	Describe the standard software development	Y	Y		

	life cycle (SDLC) for deploying software. Describe the process for planning, creating, testing and deploying the system.				
Here AT MTX, We follow an agile method for timely delivery of the scope, while including the testing and User acceptance testing, which enables organization to continuously test and access the new application even before the actual go live.					
DBM-5	Describe how the system provides the flexibility to extract and load data into standard non-proprietary software formats.	Y	Y		
Salesforce allows the export and import of data into CSV format, and by using proper mapping of the fields, data can be easily loaded or exported.					
DBM-6	Describe how the system maintains an automated history of all transactions, including, but not limited to: date and time of change, "before" and "after" data field contents, and operator identifier or source of the update.	Y			
Refer response to TEC-10 for audit log history.					
DBM-7	Describe how the software database conforms to the Open Database Connectivity Standard (ODBC).	Y	Y		
All the records and applications are built directly on top of the database, so whenever a user logins in to the system,the connection to the database has been made, instantaneously.					
DBM-8	Describe how the system provides utilities or other tools for administrative users to evaluate data relationships between tables.	Y	Y		
All the data in salesforce are stored into objects,which is an entity on its own,salesforce provides data schema build to view and visualize the various relationships between these objects.					
DBM-9	Describe how the system prevents corruption or loss of data already entered into the system in the event of failure.	Y			
Refer response to BKP-1					

<table>
<tr><th>Req#</th><th>Requirement</th><th>(5) Comply</th><th>(e) Core</th><th>(b) Custom</th><th>(c) 3rd Party</th></tr>
<tr><td>BKP-1</td><td>Describe the Backup and System Recovery plan and readiness. Describe the service level agreement on returning the system to service from a backup. Describe the backup retention schedules – daily, weekly, monthly, quarterly, etc.</td><td>Y</td><td></td><td></td><td></td></tr>
<tr><td colspan="6">Customer data, up to the last committed transaction, is replicated to disk in near-real time at the designated disaster recovery data center, backed up at the primary data center, and then cloned to the disaster recovery data center. Disaster recovery tests verify our projected recovery times and the integrity of the customer data.

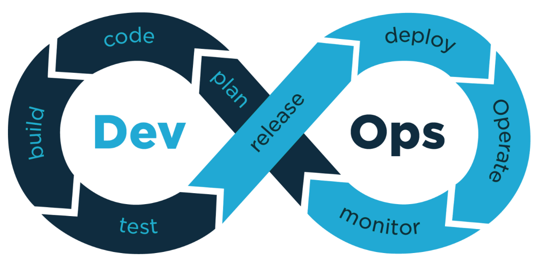
Backups are performed daily at each data center facility without stopping access to the application. Backup cloning is transmitted over an encrypted network (our MPLS network across all data centers). Tapes never leave our secure data center facilities, unless they are to be retired and destroyed through a secure destruction process.

The backup retention policy is 90 days (30 days for sandboxes). Deleted / modified data cannot be recovered after 90 days (30 days for sandboxes). If customers want a longer retention, they can use the weekly export feature available in the system.

All applications (including mobile, offline and read-only options) and data running on the Salesforce Platform are deployed to and replicated across multiple data centers in different geographies. Every application, no matter how large or small, gets the full benefits of the backup, failover, disaster recovery, and other infrastructure services required for an organization's mission-critical applications.

Furthermore, Salesforce does not typically offer Service Level Agreements as part of the base service offering. Our approach is to offer a service with high availability and fast resolution of problems

Refer response to PER -for further details</td></tr>
<tr><td>BKP-2</td><td>Describe all needed hardware, software, and tools, and define all roles, responsibilities, processes, and procedures. The system must be sufficiently flexible to integrate with existing DHHS capabilities and accommodate future changes.</td><td>Y</td><td></td><td></td><td></td></tr>
</table>

Salesforce is a multi-tenant, cloud-based web application. No additional hardware, software or infrastructure is required. Salesforce hosts the entire solution, thus freeing up your organization to manage its mission, not manage an infrastructure solution. Additionally, Salesforce is browser agnostic and supports all major browsers (Firefox, Chrome, Safari, IE). No installations on users' laptops or desktops are required and thus the solution is accessible from anywhere an internet connection and supported browser are available, including mobile devices. The system is highly flexible and scalable to incorporate the growing customer demands.					
BKP-3	Describe the Disaster Recovery Plan. Describe the service level agreement on returning the system back to operational service.	Y			
MTX's approach to handling risk and troubleshooting begins with an evaluation and prioritization of the impact of changes (minor or global) that are involved. The testing approach is then determined based on the outcome of that evaluation.  MTX is familiar with several testing and troubleshooting methods including our proprietary management software "Beans", JIRA, or DevOps tools. Salesforce does not typically offer Service Level Agreements as part of the base service offering. Our approach is to offer a service with high availability and fast resolution of problems. Ensuring 99% availability of system up and running. Refer response to PER-2 for further details.					
BKP-4	Describe how backups of the system are able to be scheduled without user intervention and without interruption to the system.	Y			
Refer response to BKP-1					
BKP-5	Describe how the system provides testing and validation processes for all of the backup requirements listed previously (BKP-1, BKP-2, BKP-3 and BKP-4).	Y			
For any upgrade or release, test cases are created and the versions are maintained. As discussed					

in the above questions, backups are performed daily at each data center. In the event of a specific failure or disaster, after the backups are performed, the scripts of each test case runs automatically or manually to test and validate processes					
BKP-6	If there is a backup failure or downtime, describe the method and timing of communication to DHHS.	Y			
Refer response to TEC-5.					

Req#	Requirement	(6) Comply	(f) Core	(b) Custom	(c) 3rd Party
SEC-1	Describe the security safeguards integrated into their application and how these safeguards address DHHS security. Refer, for example, to DHHS Information Technology (IT) Access Control Standard ((DHHS-IT-2018-001B) for specific requirements: http://dhhs.ne.gov/ITSecurity	Y			
Government Trusted Security and Infrastructure Salesforce understands that the confidentiality, integrity, and availability of our customers' information are vital to their business operations and Salesforce's own success. Salesforce uses a multi-layered approach to protect that key information, constantly monitoring and improving our application, systems, and processes to meet the growing demands and challenges of security. Independent audits confirm that our security goes far beyond what most companies have been able to achieve on their own. Using the latest firewall protection, intrusion detection systems, and TLS encryption, Salesforce gives you the peace of mind only a world-class security infrastructure can provide. Third-party validation Security is a multidimensional business imperative that demands consideration at multiple levels, from security for applications to physical facilities and network security. In addition to the latest technologies, world-class security requires ongoing adherence to best-practice policies. To ensure this adherence, we continually seek relevant third-party certification, including ISO 27001, the SysTrust audit (the recognized standard for system security), and SSAE 16 SOC 1 audit (an examination and assessment of internal corporate controls, previously known as SAS 70 Type II).					

SOC1, SOC2 and SOC3 audits are performed by a third party auditor annually at a minimum. Additional audits and certifications include: CSA 'Consensus Assessments Initiative', JIPDC (Japan Privacy Seal), Tuv (Germany Privacy Mark), and TRUSTe. Protection at the application level Salesforce protects customer data by ensuring that only authorized users can access it. Administrators assign data security rules that determine which data users can access. Sharing models define organization-wide defaults and data access based on a role hierarchy. All data is encrypted in transfer. All access is governed by strict password security policies. All passwords are stored in SHA 256 one-way hash format. Applications are continually monitored for security violation attempts. Protection at the facilities level Salesforce security standards are stringent and designed with demanding customers in mind, including the world's most security-conscious financial institutions. Authorized personnel must pass through five levels of biometric scanning to reach the Salesforce system cages. All buildings are completely anonymous, with bullet-resistant exterior walls and embassy-grade concrete posts and planters around the perimeter. All exterior entrances feature silent alarm systems that notify law enforcement in the event of suspicion or intrusion. Data is backed up to disk or tape. These backups provide a second level of physical protection. Neither disks nor tapes ever leave the data center. Protection at the network level Multilevel security products from leading security vendors and proven security practices ensure network security. To prevent malicious attacks through unmonitored ports, external firewalls allow only http and https traffic on ports 80 and 443, along with ICMP traffic. Switches ensure that the network complies with the RFC 1918 standard, and address translation technologies further enhance network security. IDS sensors protect all network segments. Internal software systems are protected by two-factor authentication, along with the extensive use of technology that controls points of entry. All networks are certified through third-party vulnerability assessment programs. Trust.salesforce.com is the Salesforce community's home for real-time information on system performance and security. On this site you'll find: ● Live and historical data on system performance ● Up-to-the minute information on planned maintenance ● Phishing, malicious software, and social engineering threats ● Best security practices for your organization ● Information on how we safeguard your data						
SEC-2	The system must comply with Federal, State, and division-specific security requirements including but not limited to:	Y				

	1. Health Insurance Portability and Accountability Act (HIPAA) of 1996 2. Health Information Technology for Economic and Clinical Health Act (HITECH) of 2009 3. Nebraska Electronic Signature Statute http://www.nebraskalegislature.gov/laws/statutes.php?statute=86-611 4. Privacy Act of 1974 5. 45 CFR 164 Security standards for PHI Refer to the Nebraska DHHS Information Systems and Technology Security Policies and Standards for more information (http://dhhs.ne.gov/ITSecurity) Due to PHI, DHHS will not give access or demonstrate the current system. Our current data systems include System Automation's License 2000 and the federal government's Aspen Central Office.				

Yes. Salesforce complies with all the acts mentioned above. The services' features permit customers to customize use as per a compliance program for HIPAA (including the HITECH Act) and many customers store protected health information (PHI) on our service.
Many Salesforce customers store protected health information (PHI) on our service.

The U.S. Centers for Medicare & Medicaid Services (CMS) guidelines (http://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/InformationSecurity/Downloads/System-Security-Levels-by-Information-Type.pdf) state that "Information related to personnel, medical, and similar data includes all information covered by the Privacy Act of 1974 (e.g., salary data, social security information, passwords, user identifiers (IDs), Equal Employment Opportunity (EEO), personnel profile (including home address and phone number), medical history, employment history (general and security clearance information), and arrest/criminal investigation history as well as personally identifiable information (PII), individually identifiable information (IIF), or personal health information (PHI) covered by the Health Insurance Portability and Accountability Act of 1996 (HIPAA)" should be considered Moderate for Confidentiality, Integrity, and Availability.

Salesforce's FedRAMP ATO is based on a Moderate System Security Level. Please note, Salesforce is not considered a "first-tier, downstream or related entity" for the purposes of compliance with CMS flow-down regulations.

With respect to electronic signature policies, Salesforce does grant access to only authorized users.

SEC-3	Describe how the system meets the DHHS requirements for unique user ID access. Include: 1. Specification on configuration of the unique	Y			

	user ID. 2. How the unique user ID is assigned and managed. 3. How the unique user ID is used to log system activity. 4. How the system handles the creation of duplicate user ID accounts.				

Salesforce allows System administrators to create users and assign a unique user id and profile. The configurations and specifications with respect to the level of access each user will have will vary by using access rights and permission sets.
The system will have the ability to track the audit log of each user example, the time a user logged into the system, time the user logged out etc.

Salesforce provides a native duplicate management capability to control whether and when you allow users to create duplicate records inside Salesforce. Customers have the ability to customize the logic that's used to identify duplicates, determine whether duplicates are permissible, and create reports on the duplicates you do allow users to save (if applicable).

When a user attempts to save a new record, the record is first compared with existing Salesforce records to identify possible duplicates. The criteria used to compare records and identify the possible duplicates are defined by a matching rule. A matching rule is made up of individual fields that are assembled into an equation. Each field contains matching criteria that tell the rule how to compare the fields and what conditions need to be met for the specific field to be considered a match. A simple matching rule might specify that if two records' Email and Phone values match exactly, they are possible duplicates. Or you can use a variety of "fuzzy" matching methods to compare the fields. You can use the standard matching rules or create your own custom matching rule.

Next, a list of possible duplicates is returned. What happens when the record being saved is identified as a possible duplicate depends on what's defined in the duplicate rule. For example, the duplicate rule could block users from saving the possible duplicate record or allow them to save it anyway. Both the Block and Allow options include an alert, which tells users why they can't save the record and what they need to do. The Allow option includes the ability to report on the duplicate records.

SEC-4	Describe how the system meets the DHHS standard for administering passwords: 1. Initial Password assignment. 2. Strong Password Requirements. 3. Password reset process. 4. Password expiration policy. 5. Password controls for automatic lockout access to any user or user group after an administrator-defined number of unsuccessful	Y			

<table>
<tr><td></td><td>log-on attempts.</td><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="6">Administrators can select up to 24 passwords to be remembered in the organization history. (The default remains 3 passwords remembered.) This option further reduces password reuse and can better protect organizations from improper access.

Make passwords hard to hack by requiring a minimum password length of up to 15 characters. Administrators can require a 15 character minimum length (the default remains 8 characters). A longer password presents more possible password combinations and helps protect an organization from improper access.

Increase organization security by requiring both uppercase and lowercase letters in passwords. Administrators can require that passwords contain alpha, numeric, and special characters. Administrators can also require that passwords include both uppercase and lowercase letters. More complex passwords improve organizational security.

Require a minimum password lifetime to prevent multiple resets in short periods of time. Administrators can require a maximum lifetime for a password, such as 90 days. Administrators can also require that password lifetimes be a minimum of one day. If this option is selected, passwords can’t be reset more than once during the minimum lifetime.</td></tr>
<tr><td>SEC-5</td><td>Describe how the system meets the requirements for unique system administration access. Include:
1. Specification on configuration of the unique system administration ID, (approximately 30 with ability to access and manage the applications across all license types).
2. How the unique system administration ID is assigned and managed.
3. How the unique system administration ID is used to log system activity.</td><td>Y</td><td></td><td></td><td></td></tr>
<tr><td colspan="6">The DHHS staff will have the ability to identify the individuals who will be the system administrators. In Salesforce the System Administrators will have the right to align users to specific roles and profiles and determine what level of permissions a user can be granted.
The System administrator will have access to all the applications and will be able to manage users and their license type.</td></tr>
<tr><td>SEC-6</td><td>Describe how the system meets the requirements for unique database administration access. Include:
1. Specification on configuration of the unique database administration ID.
2. How the unique database administration ID is</td><td>Y</td><td></td><td></td><td></td></tr>
</table>

	assigned and managed. 3. How the unique database administration ID is used to log system activity.				

Custom Objects
The database in the Salesforce Platform uses objects to store data. Objects contain all the functionality you expect in a table, with additional enhancements that make them more powerful and versatile. Each object comprises a number of fields, which correspond to columns in a database. Data is stored in records of the object, which correspond to rows in a database. There are two types of objects: Standard Objects (e.g., Accounts, Contacts, Campaigns, and Cases) are objects included with Salesforce, by default, for example the objects used to store data in standard tabs such as accounts and contacts. Custom Objects are new objects you create to store information unique to your organization. For example, a custom object could be created to track Resource data and labeled Resources with a set of custom fields related to resources. The interface for designing new objects and tabs was designed for business users and non-technical administrators so that everyone can extend their application and build new on-demand applications quickly and easily. Custom tabs can be associated with custom objects as well, to allow navigation to the object data from the Salesforce tab-based user interface.

SEC-7	Describe how the system supports the use of multi-factor authentication.	Y			

Logon is form-based. When users log into the Salesforce application, they submit a username and password, which are sent to Salesforce via an TLS-encrypted session. Security features are developed by Salesforce and built into the application. Third-party packages are not used for development or implementation of security internal to the application.

In addition, single sign-on and two-factor authentication may be used to authenticate users. Some organizations prefer to use an existing single sign-on capability to simplify and standardize their user authentication. You have two options to implement single sign-on—federated authentication using Security Assertion Markup Language (SAML) or delegated authentication.

Federated authentication using Security Assertion Markup Language (SAML) allows you to send authentication and authorization data between affiliated but unrelated Web services. This enables you to sign-on to Salesforce from a client application. Federated authentication using SAML is enabled by default for your organization.

Delegated authentication single sign-on enables you to integrate Salesforce with an authentication method that you choose. This enables you to integrate authentication with your LDAP (Lightweight Directory Access Protocol) server, or perform single sign-on by authenticating using a token instead of a password. You manage delegated authentication at the profile level, allowing some users to use delegated authentication, while other users continue to use their Salesforce-managed password. Delegated authentication is set by profile, not organization wide. You must request that this feature be enabled by Salesforce.

<table>
<tr><td colspan="6">Salesforce can be configured to utilize Active Directory directly via Delegated Authentication, or indirectly via Federated Identity using either SAML 1.1, or SAML 2.0. Additionally your users can be loaded from information drawn from your Active Directory servers and modifications made in Active Directory can be propagated into Salesforce.

Customers can use their own SAML Identity Provider, or license one directly from Salesforce with our Identity Connect product.</td></tr>
<tr><td>SEC-8</td><td>Describe any security processes for managing security updates, and integrated components subject to vulnerability, including anti-virus.</td><td>Y</td><td></td><td></td><td></td></tr>
<tr><td colspan="6">To prevent malicious attacks through unmonitored ports, external firewalls allow only http and https traffic on ports 80 and 443, along with ICMP traffic. Switches ensure that the network complies with the RFC 1918 standard, and address translation technologies further enhance network security. IDS sensors protect all network segments. Internal software systems are protected by two-factor authentication, along with the extensive use of technology that controls points of entry. All networks are certified through third-party vulnerability assessment programs.

Salesforce employs a number of sophisticated security tools that monitor platform activity in real time to expose many types of malicious events, threats, and intrusion attempts. For example, state-of-the-art intrusion detection systems (IDSs) detect some common types of external attacks. Salesforce also monitors application and database activity and uses event management tools that actively correlate user actions and event data and then call attention to potential internal and external threats.

User Profiles
Access permissions are defined by a user's Profile and Role. The user Profile controls access permissions to defined standard and custom objects, as well as all functional capabilities in the application. The user Role, as well as the placement of that role in the organization-defined Role Hierarchy, controls user access to specific data records. For example, a user's Profile may indicate that a user has read, create, edit and delete permissions to the Contact object (table) in the database. However, the user's Role will determine which actual contact records the user will be able to access, which may be a subset of all defined contact records in the database.

Refer SEC-7 for details on authentication.</td></tr>
<tr><td>SEC-9</td><td>Describe how the system provides the ability to maintain a directory of all personnel who currently use or access the system.</td><td>Y</td><td></td><td></td><td></td></tr>
<tr><td colspan="6">Salesforce customers can establish delegated authentication processes against their internal LDAP sources.

User provisioning and management is performed through the Salesforce Administrative Setup environment. Users, their profiles, permissions and passwords may be managed, edited, activated</td></tr>
</table>

and deactivated as needed by those with appropriate permissions. An administrator with appropriate privileges can manage session timeout, password policies, IP range login restrictions, delegated authentication/SSO, and requirements as part of this process. On a first time login or password reset request, users are required to change their passwords to gain access.					
SEC-10	The State of Nebraska requires authentication and authorization of users through an enterprise directory known as the Nebraska Directory Services (NDS) to access web-based applications. Describe how the system will integrate NDS authentication. Refer to the Nebraska Information Technology Commission Security Architecture – Authentication and Authorization – Identity and Access Management Standard for State Government Agencies (8-303) for specific requirements: https://nitc.nebraska.gov/standards/8-303.pdf	Y			
Refer response to SEC-7					
SEC-11	Describe how the system provides rule-based security and allows restricted access to system features, function, screens, fields, database, etc. Role authentication may occur at the directory level, application level, or database level (depending on database system). Describe the security administration functions integrated into the system that manage role-based access to system functions, features, and data. Include a description of: 1. How and where the system stores security attributes or roles (e.g., LDAP attributes, database tables, files). 2. The interface between the LDAP and the application, if roles are assigned in an LDAP directory. 3. How roles are created and security is applied to the role based on how and where security attributes are stored (if multiple options describe each). 4. How groups are defined and how roles and security are applied to each group. 5. How access limits are applied to screens and data on screens by role or group.	Y			

	6. How users are created and assigned to one or more roles or groups. 7. How role and group creation and assignment activity is logged.				

Salesforce enables administrators to manage roles and relationships between roles from within the application, in a single easy to read page depicting the role hierarchy. The defined role hierarchy can be displayed in Tree View, Sorted List view or List View.

All users and application-level security are defined and maintained by the organization administrator, and not by Salesforce. The organization administrator is appointed by the customer. An organization's sharing model sets the default access that users have to each other's data.

There are four sharing models: Private, Public Read Only, Public Read/Write, and Public Read/Write/Transfer. There are also several sharing model elements: Profiles, Roles, Hierarchy, Record Types, Page Layouts, and Field-Level security. Details about sharing models and sharing model elements are provided below:

Private
Only the record owner, and users above that role in the hierarchy, can view, edit, and report on those records.

Public Read Only
All users can view and report on records but not edit them. Only the owner, and users above that role in the hierarchy, can edit those records.

Public Read/Write
All users can view, edit, and report on all records.

Public Read/Write/Transfer
All users can view, edit, transfer, and report on all records. Only available for cases or leads.

Profiles
A profile contains the settings and permissions that control what users with that profile can do within Salesforce. Profiles control:
Standard and custom apps the user can view (depending on user license)
Service providers the user can access
Tabs the user can view (depending on user license and other factors, such as access to Salesforce CRM Content)
Administrative and general permissions the user has for managing the organization and apps within it
Object permissions the user is granted to create, read, edit, and delete records
Page layouts a user sees
Field-level security access that the user has to view and edit specific fields

Record types are available to the user
Desktop clients users can access and related options
Hours during which and IP addresses from which the user can log in
Apex classes a user can execute
Visualforce pages a user can access

User Roles
Every user must be assigned to a role, or their data will not display in reports and other displays based on roles. All users that require visibility to the entire organization should be assigned the highest level in the hierarchy. It is not necessary to create individual roles for each title at the organization, rather a hierarchy of roles should be defined to control access of information entered by users in lower level roles. When a user's role is changed, any relevant sharing rules are reevaluated to add or remove access as necessary.

Record Types
If the customer's organization uses record types, edit the record type to modify which pick list values are visible for the record type. A default pick list values can be set based upon the record type for various divisions.

Field-Level Security
Field-level security settings let administrators restrict user's access to view and edit specific fields on detail and edit pages and in related lists, list views, reports, Offline Edition, search results, email and mail merge templates, Custom Links, and when synchronizing data.

The fields that users see in detail and edit pages are a combination of page layouts and field-level security settings. The most restrictive field access settings of the two always apply. For example, if a field is required in the page layout and read-only in the field-level security settings, the field-level security overrides the page layout and the field will be read-only for the user.

Permission Sets
A permission set is a collection of settings and permissions that give users access to various tools and functions. The settings and permissions in permission sets are also found in profiles, but permission sets extend users' functional access without changing their profiles.

Users can have only one profile but, depending on the Salesforce edition, they can have multiple permission sets. You can assign permission sets to various types of users, regardless of their profiles. Your organization can create permission sets to grant access among logical groupings of users, regardless of their primary job function.

Salesforce customers can establish delegated authentication processes against their internal LDAP sources.

User provisioning and management is performed through the Salesforce Administrative Setup environment. Users, their profiles, permissions and passwords may be managed, edited, activated

and deactivated as needed by those with appropriate permissions. An administrator with appropriate privileges can manage session timeout, password policies, IP range login restrictions, delegated authentication/SSO, and requirements as part of this process. On a first time login or password reset request, users are required to change their passwords to gain access.					
SEC-12	The system must automatically disconnect based upon inactivity, as required by DHHS Security Policies and Standards. Describe how the feature is administered and what effect disconnect has on any activity or transaction in process at the time of disconnection. Refer to DHHS Securing Hardware and Software Standard (DHHS-IT-2018-001A) for specific requirements: http://dhhs.ne.gov/ITSecurity	Y			
Salesforce allows the system administrators to logout the user from the account if the user is not active for a specified time period. DHHS can define the time frame.					
SEC-13	The system must protect confidential and highly restricted data from unauthorized access during transmission. Describe transmission safeguards that are integrated into the proposed system to protect data during transmission, including any encryption technology. Refer to DHHS Information Technology (IT) Security Policy (DHHS-IT-2018-001) for specific requirements: http://dhhs.ne.gov/ITSecurity	Y			
Refer response to SEC-19 for understanding the encryption capabilities and encryption while data at rest or during transmission.					
SEC-14	The system must provide auditing functions for all data fields, including but not limited to: 1. The user ID of the person who made the change. 2. The date and time of the change. 3. The physical, software/hardware and/or network location of the person while making the change. 4. The information that was changed. 5. The outcome of the event. 6. The data before and after it was changed, and which screens were accessed and used. Refer to DHHS Information Technology (IT)	Y			

	Audit Standard (DHHS-IT-2018-001F DHHS IT Audit Standard) for specific audit requirements: http://dhhs.ne.gov/ITSecurity				
Refer response to TEC-10					
SEC-15	The system must provide auditing functions for confidential and highly restricted data that is accessed and viewed, regardless of whether the data was changed. Describe the auditing functions which must include but not be limited to: 1. The user ID of the person who viewed the data. 2. The date and time of the viewed data. 3. The physical, software/hardware and/or network location of the person viewing the data. 4. The information that was viewed. Refer to DHHS Information Technology (IT) Audit Standard (DHHS-IT-2018-001F DHHS IT Audit Standard) for specific audit requirements: http://dhhs.ne.gov/ITSecurity	Y			
Refer response to TEC-10					
SEC-16	If the system has the ability to override edits, describe how the system audits all overridden edits and identifies information including, but not limited to, the login ID, date, and time.	Y			
Refer response to TEC-10					
SEC-17	Describe how the system produces daily audit trail reports and allows inquiries, showing updates applied to the data.	Y			
Refer response to TEC-10					
SEC-18	Describe how the system provides an auto archive/purge of the log files to prevent uncontrolled growth of the log and historical records storage using administrator-set parameters.			Y	Y

Salesforce does not have a default archiving functionality. We can propose to connect the system with AWS3 that will provide storage ability. This will involve additional cost. On the contrary, we can also use the Data Export functionality and options available in Salesforce to free up some space and create storage. Refer response to RPT-4 for the options available in data export.					
SEC-19	Describe how the system supports encryption of data at rest or an equivalent alternative protection mechanism. Describe the proposed encryption of data. If data is not encrypted, describe in detail compensating controls.	Y			

Encryption Capabilities

Salesforce has many customers that are subject to laws pertaining to the processing of personally identifiable information (PII) or personal data. Salesforce offers its customers a broad spectrum of functionalities and customer-controlled security features that its customers may implement in their respective uses of the Salesforce services. Salesforce believes that these provide its customers the flexibility to comply with laws with stringent privacy and security requirements.

Data In Motion

All transmissions between the user and the Salesforce Services are TLS encrypted with a 2048-bit Public Key. The Services use International/Global Step Up TLS certificates, with AES 256-bit encryption by default.

Data At Rest

Salesforce Classic Encryption includes a feature to encrypt custom text fields (ECF):

- The fields can be masked appropriately for specific data types (i.e., credit card number, Social Security Number, National Insurance Number, Social Insurance Number).
- Access to read the masked parts of the fields is limited by the "View Encrypted Data" permission, which is not enabled by default.
- Customers can manage their encryption key based on their organization's security needs and regulatory requirements. See our Help and Training site for details: https://help.salesforce.com/apex/HTViewHelpDoc?id=security_keys_using_master.htm&language=en
- Encrypted fields are encrypted with 128-bit keys and use the AES (Advanced Encryption Standard) algorithm.
- Custom text fields 175 characters or less

SEC-20	Describe how the system adheres to the principle of "Fail Safe" to ensure that a system in a failed state does not reveal any sensitive information or leave any access controls open for attacks.	Y			

In case of any downtime or if the server is not responding, Salesforce ensures the security parameters are in place.					
SEC-21	Describe how the system is configurable to prevent corruption or loss of data already entered into the system in the event of failure.	Y			
Refer response to TEC-7					
SEC-22	Describe how the system, upon access, displays a message banner indicating that this application is only to be accessed by those individuals who are authorized to use the system.	Y			
Refer response to SEC-11. Salesforce holds security and confidentiality at utmost importance and takes all relevant measures to ensure only authorized users can access the system/application. Salesforce also provides the ability to set up message banners for indicating the application to be only accessed by those individuals who are authorized to use the system.					
SEC-23	Describe how the system, prior to access of any confidential or highly restricted data, displays a configurable warning or login banner (e.g. "The system must only be accessed by authorized users"). In the event that the system does not support pre-login capabilities, describe how the system displays the banner immediately following authorization.	Y			
Refer response to SEC-11. Salesforce holds security and confidentiality at utmost importance and take all relevant measures to ensure only authorized users can access the system					
SEC-24	Describe how the system recognizes confidential and highly restricted data in screens, reports, and views (i.e. PHI and SSN), and restricts distribution and access based upon system security settings and roles. Include warnings on printed and viewed reports.	Y			
Refer response to SEC-11					
SEC-25	The system or Contractor must alert DHHS of potential violations of security and privacy safeguards. Incidents that involve or could	Y			

	potentially involve confidential or highly restricted data must be reported immediately as defined in DHHS Policy DHHS-2018-IT-001E DHHS IT Incident Management Standard.				
Refer response to SEC-28					
SEC-26	Describe how the system provides the capability to monitor events on the information system, detects attacks, and provides identification of unauthorized use of the system.	Y			

Event Monitoring (Additional License Option)
In addition to Salesforce's core auditing capabilities, Salesforce offers Event Monitoring as an additional license option. Your organization can use event monitoring to discover how often and at what times your users are logging into and out of your organization. This includes insight into what Salesforce applications are being adopted by users, who is logging in and from where, what pages users are viewing, what knowledge articles users are viewing, what reports users are running and exporting, which search terms users are using and what individual users click, and other aspects of application usage. This capability helps you discriminate between valid and invalid login requests and also track user login patterns for future reference. For example, depending on your org settings, admins can log into Salesforce as another user. You can use Login As event type data to review those actions to identify any security breaches or vulnerabilities, and also to inform your users what occurred. Not only can your organization better understand how your apps are being utilized, you can also monitor if users download large amounts of data that might put your organization at risk. In addition, your organization can also determine if an employee is unnecessarily downloading sensitive customer information, pinpointing the exact time and location of that event. Event Monitoring is delivered as an API-first feature and there are Salesforce partners with visualization tools available.

Use the SOAP API and REST API resources to retrieve event log files that contain information useful for assessing organizational usage trends and user behavior. Because event log files are accessed through the Salesforce Lightning Platform SOAP API and REST API, you can integrate log data with your own back-end storage and data marts so that you can correlate data from multiple organizations and across disparate systems easily. When using event monitoring, keep the following in mind:

• Log data is read-only. You can't insert, update, or delete log data.
• Use the EventType field to determine which files were generated for your organization.
• LogDate tracks usage activity for a 24-hour period, from 12:00 a.m. to 11:59 p.m. UTC time.
• An event generates log data in real time. However, log files are generated the day after an event takes place, during non peak hours. Therefore, log file data is unavailable for at least one day after an event.
• CreatedDate tracks when the log file was generated.
• Log files, represented by the EventType field, are only generated if there is at least one event of

that type for the day. If no events took place, the file won't be generated for that day. • Log files are available based on CreatedDate for the last 30 days when organizations purchase User Event Monitoring or one day for Developer Edition organizations. • All event monitoring logs are exposed to the API through the EventLogFile object, however there is no access through the user interface. Event Monitoring Transaction Security Transaction Security policies give your organization a way to look through events in your organization and specify actions to take when certain combinations occur. A transaction security policy consists of events, notifications, and actions. Transaction Security monitors events according to the policies that your organization sets up. When a policy is triggered, you can receive a notification and have an optional action taken.					
SEC-27	The system must provide a process for archiving or destroying data and sanitizing storage media in conformance with DHHS and Division data governance policies and subject to applicable HIPAA, and federal (e.g., Federal Information Processing Standards (FIPS), National Institutes of Standards and Technology (NIST), and State laws.	Y			
Salesforce implements FedRAMP requirements from NIST SP 800-53 Rev. 4 including RA-5, Vulnerability Scanning, SI-2, Flaw Remediation, and SI-5, Security Alerts, Advisories, and Directives. NIST SP 800-53 requirements are aligned with NIST SP 800-40, Creating a Patch and Vulnerability Management Program. Salesforce performs vulnerability scans on both external and internal facing production systems using internal scanning resources and by contracting with third-party vendors to conduct external vulnerability assessments at least quarterly. Commercial and proprietary vulnerability scanning tools are configured to identify vulnerabilities and measure vulnerability impact. Internally, Salesforce conducts vulnerability scans of internal and external facing systems. The vulnerability remediation process for Production infrastructure is integrated with Salesforce's configuration management process. Changes follow Salesforce’s change management process and require approval and testing prior to rollout everywhere. Changes implemented on production systems are updated on the devices and in the baseline configuration so new systems brought online receive the latest upgrades/patches applied to production devices. The flaw remediation process for the Salesforce service offering is integrated with Salesforce’s configuration management process. Code updates are tested for flaw remediation, require approval and testing prior to rollout everywhere. Changes made to code utilize a version management system to control changes made to the code repository. Finally, Salesforce personnel receive security alerts, advisories, or directives from vendors,					

external security organizations and US-CERT on an ongoing basis.					
SEC-28	Describe how the system provides the capability to identify and report on unauthorized attempts to access information in the system, based on user-defined criteria.	Y			
Salesforce has a formal Incident Management Process that guides the Salesforce Computer Security Incident Response Team (CSIRT) in investigation, management, communication, and resolution activities. Salesforce will promptly notify the Customer in the event of any security breach of the Services resulting in an actual or reasonably suspected unauthorized disclosure of customer data. Notification may include phone contact by Salesforce Support, email to the customer's administrator and Security Contact (if submitted by customer), and public posting on trust.salesforce.com. Regular updates are provided to engaged parties until issue resolution. Incident tracking and resolution is documented and managed within an internal ticketing system. In the event that the CSIRT requires additional assistance in responding to a complex, high severity incident, Salesforce can also exercise retainers that are in place with multiple external incident response consulting companies.					
SEC-29	Describe how the system has defined and deployed strong controls (including access and query rights) to prevent any data misuse, such as fraud, marketing or other purposes.	Y			
Refer response to SEC-1					
SEC-30	The system must be able to export audit logs that can be used with a third party Log Management & Analysis tool. Describe how the system exports logs in such a manner as to allow correlation based on time (e.g. Universal Time Coordinate (UTC) synchronization.	Y			
Refer response to TEC-10 and further refer the Data export response in RPT-4 for further details					
SEC-31	Describe how the system supports removal of a user's privileges without deleting the user from the system to ensure a history of the user's identity and actions.	Y	Y		
Salesforce allows role-based security access by setting up different sets of permissions for different profiles and roles, thereby ensuring staff with appropriate level of security can have access to data. The access to specific data can be easily revoked by modifying the access rights and permission sets, thereby removing user’s privileges without actually deleting the user.					

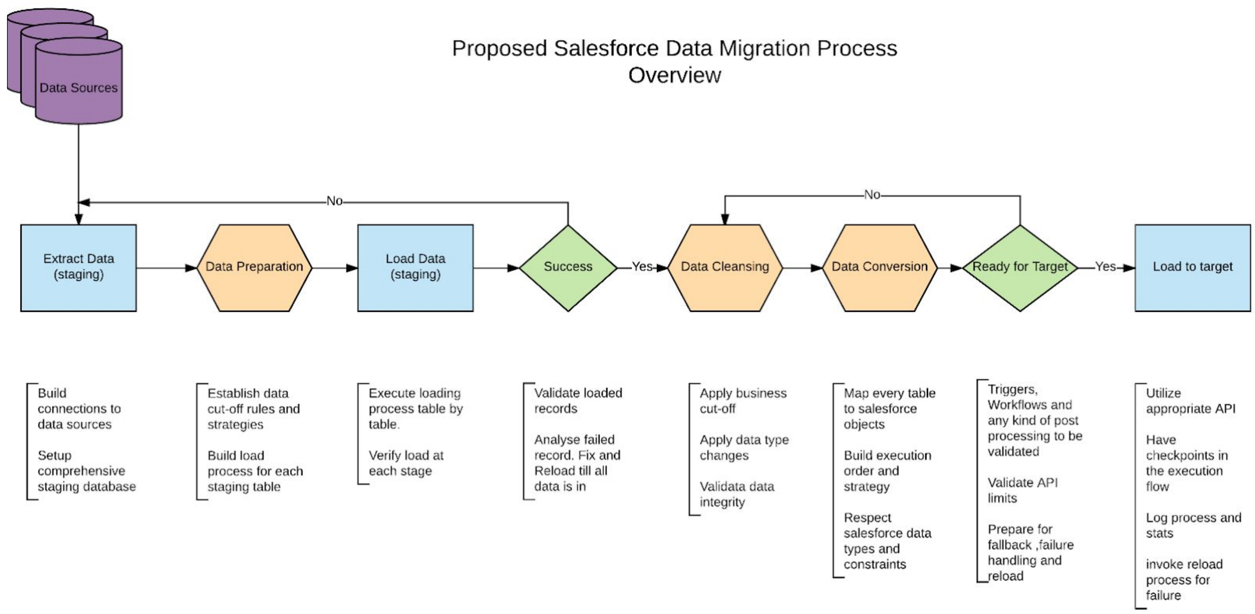
Salesforce provides an organization wide sharing model that sets the default access that users will have to each other's data and further sets permission to restrict data. There are four sharing models: Private: Only the record owner, and users above that role in the hierarchy, can view, edit, and report on those records. Public Read Only: All users can view and report on records but not edit them. Only the owner, and users above that role in the hierarchy, can edit those records. Public Read/Write: All users can view, edit, and report on all records. Public Read/Write/Transfer: All users can view, edit, transfer, and report on all records. Only available for cases or leads.

Req#	Requirement	(7) Comply	(g) Core	(b) Custom	(c) 3rd Party
DAC-1	Describe the process for converting all historical data from the Department's existing systems, spreadsheets, and other supporting applications that are required for ongoing operations of the system and the historical reporting needs of the department. There are approximately 94 microfilm rolls with up to1500 pages of records on each roll, for up to 141,000 microfilm records that must be digitally converted. Additionally, approximately 25,000 pages of Board meeting minutes and associated files that should be digitized. System Automation's License 2000 (Oracle) currently contains approximately 655 tables and 50 million records. DHHS also has approximately twelve (12) Access/Excel databases. Some information in these databases does not tie to license information in L2K. DHHS also uses the federal government's	Y			

	Aspen Central Office to import licensure data on a daily basis.				

Data Migration Approach

MTX uses a clear, carefully planned process for all data migration in order to mitigate risk and maximize efficiency. Whatever the specific nature of any data migration, the ultimate goal is to improve quality and performance by moving from one system to another. In doing so, MTX has compiled a robust and resilient process to manage all aspects of data extraction, transformation, cleansing, loading and validation into the target all while managing high volumes of data. Ultimately DHHS project team will have direct access to all data migration activities to ensure proper field mapping and loading, and provide requirements sign off before execution.



Source Data Analysis

- The first phase of any data migration is to identify and analyze the source. In this stage is it absolutely critical to identify which data is required and where it is, as well as redundancies, gaps and pain points within the data. Through the analysis process, we will:
- Accurately plan the migration strategy by working with DHHS identifying the scope and inconsistencies up front.
- Prepare a Data Conversion plan that consistently outlines data transformation & data cleansing guidelines in order to maintain 100% stakeholder transparency.
- At the end of this phase, it is crucial to have identified the source data that will populate the target model. Data will be broken down into tables that enable a manageable migration.

Migration Strategy Design

- This phase covers the extraction and cleansing of the data, verification and transformation of the data. Additionally, this phase defines an overall test plan for all stages of the migration. Outlining how each stage will be tested at the unit level.

Execution

- The data migration process will be executed through an iterative process that involves project management, testing team and DHHS approval. Any and all executables will be submitted to the DHHS. MTX and the key stakeholders on the DHHS project team will be the first to review and validate data migration activities to ensure proper field mapping and loading.

Validation

- As general best practice guidelines, MTX will always validates 5% of the loaded data to ensure fields have been mapped and the migration has been executed in accordance with the Data Conversion Plan

DAC-2	Describe the data conversion plan which includes data element mapping crosswalks, data cleansing, data synchronization for initial and interim conversion activities leading up to the final data conversion, and frequency of interim conversion events and final conversion execution. Contractor will be responsible for all data standardization and cleansing. It is acceptable to migrate data and go live with license applications in incremental steps. For individual licensees, SSN is included in L2K. There is also an identifier called "Person ID" in L2K. For establishments in L2K, there are unique license numbers by license type, and unique applicant numbers. In ACO, establishments have unique license numbers by license type.	Y			

Refer response to DAC-1

Req#	Requirement	(8) Comply	(h) Core	(b) Custom	(c) 3rd Party
PTT-1	Describe how the system supports several environments, i.e., production environment, test environment, and training environment.	Y			

Salesforce offers both a Production environment and 4 different types of Sandbox environments. This gives you the ability to create multiple copies of your organization in separate environments for a variety of purposes, such as testing and training, without compromising the data and applications in your Salesforce production organization. The usage of the various Salesforce Sandbox types during an implementation varies, but below will provide you with a description and common use of each type of environment:

Developer Sandbox
Developer sandboxes are designed for a single developer and intended for coding and testing in an isolated environment. These environments include a copy of your production organization's configuration (metadata). Developer sandboxes have a storage limit to 200 MB of data and 200 MB of files, which is enough for many development and testing tasks. You can refresh a Developer sandbox once per day.

Developer Pro Sandbox
Developer Pro sandboxes are intended for coding and testing in an isolated environment. These environments include a copy of your production organization's configuration (metadata). They have a larger storage limit than Developer sandboxes, up to 1 GB of data and 1 GB of files. The larger limit allows for more robust test data sets and enables this environment to handle more development and quality assurance tasks. You can refresh a Developer Pro sandbox once per day.

Partial Copy Sandbox
Partial Copy sandbox environments include all of your organization's configuration (metadata) and a subset of your production data that you define by using a sandbox template. Use Partial Copy sandboxes for virtually any development, testing, or training purpose. The only tasks for which they aren't well-suited are full performance and load testing.

Additionally, as defined by your sandbox template, Partial Copy sandboxes can include your organization's standard and custom object records, documents, and attachments up to 5 GB of data and 5 GB of files and a maximum of 10,000 records per selected object. You can refresh a Partial Data sandbox every 5 days.

Full Sandbox
Full sandboxes are intended to be used as testing environments. Only Full sandboxes support performance testing, load testing, and staging. Full Sandbox environments are a replica of your

production organization, including all data—for example, object records and attachments—and metadata. You can refresh a Full sandbox every 29 days.					
PTT-2	Describe how the system supports non-production environments such as testing and training environments. Training environment must contain de-identified data and not include confidential or highly restricted data.	Y			
Refer response to PTT-1					
PTT-3	Describe how the system provides the ability to refresh any testing or training environment at the request of DHHS. Describe the refresh process and whether the refresh process can be completed using DHHS resources, or whether The process requires professional services from the Contractor.	Y			
Refer response to PTT-1					
PTT-4	Describe the test procedures for any changes to the system. Describe user test planning including unit testing, end-to-end testing, stress testing, and readiness testing prior to "go live" date.	Y			
As a best practice to ensure quality, we perform the following testings: 1. Unit Testing 2. Functional Testing 3. Regression Testing 4. Integration Testing 5. End-to-End and UAT Testing 6. Performance Load/Stress Testing Unit Testing - Before developers give code for testing, it is essential for them to unit test code which they have developed. It will make sure that errors can be found out during the early stages of the development life cycle. In addition, it will help in curtailing testing/retesting error cost. Another benefit of doing unit testing is that it helps in building reusable code. When a developer completes the implementation of the story and before releasing it to the QA team, a walkthrough of the completed solution will be demonstrated to the Business/Product Stakeholders to confirm the solution implemented meets their expectation. End-to-End Testing is performed to ensure that the complete business transaction right from start					

to finish executes in a successful manner, it can involve one or more systems.
Below are few tasks identified that are performed in end-to-end testing

- Design E2E test cases from the perspective of an end user, with a focus on the features of the application rather than its implementation. If available, use documents such as user stories, acceptance tests, and BDD scenarios to capture the user's perspective.
- Each E2E test case should map to a corresponding epic level requirement.
- Test cases should be created of End To End type.
- Each execution of an End to End test case should be of independent type.
- Each business process map/or lucid flow should be mapped to each E2E test case.
- Testing should be done to mimic the real-life activity.
- Mostly it should be a happy path and positive flow.
- Include negative cases only when high priority & severity Issues are anticipated.

UAT Testing: This testing is carried by the real business owners for which the system is intended to build for.

- UAT should follow after a complete regression of the system.
- UAT should be done with all of the profiles and permissions related to real-world requirements.
- UAT issues should follow a complete defect life cycle, before they get deployed in PROD or the highest level of the ORG.
- UAT should be performed in a separate instance to DEV & QA org.
- Always ensure all of the end user personas and permissions are set up to access the functionality
- For requirements tested successfully by the customer, stories should be marked UAT complete.
- UAT should be utilized as a point for PROD readiness/Go Live should be evaluated.
- UAT data should be prepared by the team in the UAT environment so that UAT users can start testing.
- If a step failed, add details in the actual results column, including the steps that lead up to the failure, what data was used, and what occurred or did not occur for you to consider it a failure. There is also a notes column for additional information. Getting screenshots can also be helpful.
- Clear Worklist - Make sure each tester has a clear worklist, so they know exactly what to test and especially when to test. This will reduce their idle time during testing

Performance/Load and Stress testing.
Performance testing is a process of determining the speed or effectiveness of an application or system in different circumstances or conditions such as load or heavy traffic. There are different types of performance testing that help determine the readiness of the system to work on specific conditions:

<table>
<tr><td colspan="6">

The user experience of using the app should be considered.
Following metrics should be considered while performing the Performance testing.

Response time
Wait time
Average load time
Peak response time
Error rate
Concurrent users
Requests per second
Transactions passed/failed
Throughput
CPU utilization
Memory utilization

Sometimes it’s not possible to simulate the real world situation on evaluating the performance of an application/implementation which has undergone huge customization, in that case, proprietary/open source tools should be utilized.
Every time a fix is deployed to optimize the code, performance analysis should be done on complete application again, until every use case has reached agreed criteria.
Salesforce implementation where there is huge customization involved should only be considered for performance testing.
Developers and Testers should collaborate hand in hand in optimizing the performance of the application.
Testing should be done on considering how this application would withstand various real-world conditions like network conditions & user load.

</td></tr>
<tr><td>PTT-5</td><td>Describe how the system allows changes to be tested before implementation in the production database. Examples include changing licensure requirements, license type name changes, and scripts to replace data.</td><td>Y</td><td></td><td></td><td></td></tr>
<tr><td colspan="6">Refer response to PTT-1 and PTT-4 above</td></tr>
</table>

Req#	Requirement	(9) Comply	(i) Core	(b) Custom	(c) 3rd Party
INT-1	Describe the automated approach to managing interfaces. HL7 standards are available at www.hl7.org			Y	

Salesforce offers a flavor of cloud platform called health cloud, which natively supports the HL7 interoperability,so with any other cloud based system offering inside salesforce,we can implement the same data model of health cloud or use mulesoft to make the connection.					
INT-2	Describe how the system interfaces secure and protect the data and the associated infrastructure from a confidentiality, integrity and availability perspective.	Y			
Refer response to SEC-29					
INT-3	Describe how the system has the capability to notify system administrators/ system support staff if an interface is not available for any reason.	Y			
Setting up user-defined notification and alert functionality will help to achieve this functionality.					
INT-4	Describe how the system provides necessary application program interfaces and/or web services to allow DHHS to create interfaces to and from the system. Exact number of imports/exports required. DHHS anticipates disciplinary databases, compacts, schools, exam companies, and employers may interact with the system.	Y			
Refer response to TEC-1, which talks about Mulesoft integration					
INT-5	Describe how the system supports data exchanges between components in real time so that data is always synchronous across the entire system, including any third-party components.	Y			
Refer response to TEC-1, which talks about Mulesoft integration					
INT-6	Describe how the system has the ability to expand data access to additional systems that are consistent with current data standards.	Y			
Refer response to TEC-1, which talks about Mulesoft integration MuleSoft provides a software platform that connects nearly every technology in a standardized way. This is done by unlocking data using APIs and connecting it to external systems and applications. We enable you to manage and secure the flow of data between all systems in the					

enterprise. MuleSoft helps create an application network, allowing IT to shift from being project deliverer to technology enabler. Teams can discover and self-serve existing APIs to innovate faster. Developers across the organization can leverage existing APIs to create new processes and experiences.

MuleSoft differentiators:

- Single, secure, and flexible platform providing API life-cycle management, API development and analytics
- Only vendor listed as a Leader in three Gartner Magic Quadrants for API Management and Integration
- Enterprise Integration Platform as a Service
- Hybrid Integration Platform Enabling Technologies
- Application Services Governance
- A platform that is designed solely to encourage collaboration, innovation and absolute self-sufficiency.
- Productize API's as building blocks that are product ready for change and innovation, no matter who the consumer is.
- Over 200+ pre-built connectors included
- The only complete and winning design principle for the API building block is one that enables the full lifecycle of an API.
- A foundational platform that promotes, encourages and enables change within Citizens.

INT-7	Describe how the system conducts end-to-end testing with interface partners, both external and internal, to ensure requirements are met.	Y			

As a best practice to ensure quality, we perform the following testings:

7. Functional Testing
8. Regression Testing
9. Integration Testing
10. End-to-End and UAT Testing
11. Performance Load/Stress Testing

End-to-End Testing is performed to ensure that the complete business transaction right from start to finish executes in a successful manner, it can involve one or more systems.
Below are few tasks identified that are performed in end-to-end testing

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- Clear Worklist - Make sure each tester has a clear worklist, so they know exactly what to test and especially when to test. This will reduce their idle time during testing

Req#	Requirement	(10) Comply	(j) Core	(b) Custom	(c) 3rd Party
PER-1	Describe the system performance functionality and monitoring tools.	Y			

Salesforce has maintained high levels of availability across all Salesforce instances since inception. As the only on-demand vendor to provide daily service-quality data on a public Web site (http://trust.salesforce.com), Salesforce proves that we are the leader in availability. And by making its track record completely transparent, Salesforce proves we are worthy of our customers' trust. To ensure maximum uptime and continuous availability, Salesforce provides the best redundant data protection and most advanced facilities protection available, along with a complete data recovery plan—all without affecting performance.

Salesforce uses commercially reasonable efforts to make its on-demand services available to its customers 24/7, except for planned downtime, for which Salesforce gives customers prior notice, and force majeure events. Excellent availability statistics are critical to Salesforce's customers' success and to the success of Salesforce as a company. Live and historical statistics on the Salesforce system performance are publicly published at https://trust.salesforce.com/en/#systemStatus.

Salesforce does not typically offer Service Level Agreements as part of the base service offering. Our approach is to offer a service with high availability and fast resolution of problems.

PER-2	Describe the minimum response times for the following functions, even at peak load. For example, expected response time will be within two (2) seconds 95% of the time, and under five (5) seconds for 100% of the time. 1. Record Search Time 2. Record Retrieval Time 3. Transaction Response Time 4. Print Initiation Time 5. Subsequent Page Display Response Time 6. Document Availability Note: These response times do not include network latency, which will be measured and reported by DHHS.	Y			

Salesforce does not typically offer Service Level Agreements as part of the base service offering. Our approach is to offer a service with high availability and fast resolution of problems

The persistence layer underlying the Salesforce Platform is proven database technology that powers all of Salesforce's products today, serving more than 150,000 organizations and over 4 billion transactions per day with an average request response time of less than 200 milliseconds, all with an average uptime of 99.9+ percent.
If a customer requires an SLA it will be negotiated separately. However, we maintain an incident response time basis the severity level.
Severity Levels: Issues will be categorized and handled according to an assigned severity level.

Severity Level	Description
Level 1 - Critical	Critical production issue affecting all Users, including system unavailability and data integrity issues with no workaround available.

Level 2 - Urgent	Major functionality is impacted or performance is significantly degraded. Issue is persistent and affects many Users and/or major functionality. No reasonable workaround is available. Also includes time-sensitive requests such as requests for feature activation or a data export
Level 3 - High	System performance issue or bug affecting some but not all Users. Short-term workaround is available, but not scalable.
Level 4 - Medium	Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation or configuration; bug affecting a small number of users. Reasonable workaround available. Resolution required as soon as reasonably practicable.

Target Initial Response Time: SFDC will use commercially reasonable efforts to respond to each case within the applicable response time described in the table below, depending on the severity level set on the case.

Target Initial Response Time by Case Severity	
Severity Level	Target Initial Response Time
1	1 hour
2	2 hours
3	4 business hours
4	8 business hours

PER-3	Describe how the system captures system downtimes, along with the causes of the downtimes where applicable. Describe the method and timing of communication to DHHS on downtimes.	Y			

All upgrades, patches, and other system maintenance are provided as part of the subscription service with no additional cost. When maintenance is scheduled, Salesforce publishes the dates and times of the maintenance windows on trust.salesforce.com which show a forward 12-month view of the maintenance windows Salesforce plans to take. Premier Alerts are sent via email when

the maintenance windows are posted to trust.salesforce.com. Approximately one week prior to the scheduled maintenance, Salesforce communicates those dates and times via the in-application pop-up window upon login to Salesforce. In the event of planned maintenance that requires customer action in advance (e.g. updating network settings in preparation for additional login pools), Salesforce endeavors to communicate via email to system administrators of DHHS months prior to the maintenance and on scheduled downtimes.					
PER-4	Describe how the system supports concurrent users with minimal impact to response time, with the ability to increase the demand on the system by 50% without modification to the software or degradation in performance.	Y			
Salesforce is very conscious of performance and has designed the service to be scalable in such a way that we can constantly stay ahead of customer demand. Salesforce multi-tenant architecture allows us to easily add web and application servers to accommodate more users. The system architecture also allows us to add more database servers as needed to accommodate more users. In addition, the facility that houses our servers provides us with guaranteed bandwidth, which we can increase as needed.					
PER-5	Describe how the system is available online 24 hours a day and 7 days a week. Describe any known timeframes where the system will be unavailable for use.	Y			
Refer response to PER-2 and PER-3					
PER-6	Describe how the system provides application performance monitoring and management capabilities, including any key performance indicators (KPI) or other metrics to measure and report system performance for the proposed system.	Y			
Salesforce has maintained high levels of availability across all Salesforce instances since inception. As the only on-demand vendor to provide daily service-quality data on a public Web site (http://trust.salesforce.com), Salesforce proves that we are the leader in availability. And by making its track record completely transparent, Salesforce proves we are worthy of our customers' trust. To ensure maximum uptime and continuous availability, Salesforce provides the best redundant data protection and most advanced facilities protection available, along with a complete data recovery plan—all without affecting performance. Salesforce uses commercially reasonable efforts to make its on-demand services available to its customers 24/7, except for planned downtime, for which Salesforce gives customers prior notice, and forces majeure events. Excellent availability statistics are critical to Salesforce's customers'					

success and to the success of Salesforce as a company. Live and historical statistics on the Salesforce system performance are publicly published at https://trust.salesforce.com/en/#systemStatus. The persistence layer underlying the Salesforce Platform is proven database technology that powers all of Salesforce's products today, serving more than 150,000 organizations and over 4 billion transactions per day with an average request response time of less than 200 milliseconds, all with an average uptime of 99.9+ percent. Salesforce does not typically offer Service Level Agreements as part of the base service offering. Our approach is to offer a service with high availability and fast resolution of problems.

Req#	Requirement	(11) Comply	(k) Core	(b) Custom	(c) 3rd Party
DOC-1	Describe how the system provides on-line help for all features, functions, and data element fields, as well as descriptions and resolutions for error messages, using help features including indexing, searching, tool tips, and context-sensitive help topics. Provide a sample copy of five (5) screenshots with on-line help.	Y			

A wide array of video-based tutorials and training sessions are available through Salesforce Help & Training, accessible from within the Salesforce application.

Salesforce Help & Training Portal
Salesforce provides an intuitive help and training portal which brings together a rich set of resources that would give DHHS a centralized way to help solve problems quickly and easily. Salesforce also provides context-sensitive help icons throughout the application screens to make it easier for users to get unique help without searching. It is notable that we don't provide large, offline help manuals but rather, all our help is online so we assure that online help is extremely thorough and effective for usability.

The Help site:

- Is fully customizable - You can personalize Help to meet your specific needs, customizing the gadget layout to show what is important to you
- Allows users to get the right answers, fast - Knowledgebase is more intelligent and comprehensive than ever (Auto Suggestion of Search Terms, Expanded Knowledge Repository [Help Docs, Solutions, FAQs, Training, Best Practices], and Refinement by Dimension)

- Provides chat - This engagement Channel gives customers the ability to chat with the Salesforce support team in real time
- Has easy case management - Opening and reviewing cases is easier than ever
- Makes your administrator's life easier - Administrators gain insight with enhanced reporting on cases and organization information

Customer Success Community
Customer Success offers many resources and tools to get started, including the Customer Resource Center (success.salesforce.com) with online Help, Learning Center and Communities, where you can tap into training videos, a knowledgebase, or reach out to other customers for best practices.
Ongoing success monitoring is a key part of Customer Success. Salesforce's cloud computing model enables us to monitor usage data, to determine whether customers are getting the most from their subscription. We share this information with customers through Personal Account Reviews and Success Scorecards, along with actionable recommendations for improvement.
Customer Success offers programs to help customers roll out new features or products, with training and adoption toolkits, to ensure our customers' business benefit is always growing, and that they remain customers for life.

Trailhead: the Free, Fun Way to Learn Salesforce
Everyone can learn Salesforce. Whether you are an admin, user or developer, there is a learning trail for you. Customers can sign up for a free Developer edition account and take advantage of the fun and free interactive learning curriculum provided at Salesforce Trailhead (https://developer.salesforce.com/trailhead). Users can pick specific trails, modules or projects based on role (admin, user, etc.), experience level (beginner, intermediate, advanced), products (Service Cloud, Salesforce Platform, etc) or topics (App Logic, CRM, Data Management, etc) to learn new skills and absorb the information they need quickly.

Trails - There are nearly 70 trails to choose from that provide guided learning paths through modules and projects and help users cover the most ground in the shortest amount of time. They provide users a game plan for exploring new skills. Trails include Admin Beginner, Admin Intermediate, Developer Beginner, Develop Intermediate, CRM Essentials, Analytics, and more.
Modules - There are nearly 250 modules that dive into specific topics. Modules introduce users to specific topics in bite-sized units. Users learn what a feature is, when it's helpful, and how to use it. Users can then test themselves with interactive challenges.
Projects - There are over 40 projects to choose from that provide users hands-on practice applying what they've learned. Projects give users hands-on practice with Salesforce technologies via step-by-step instructions and enable users to gain new skills and confidence working in Salesforce faster than they thought possible.

Developer Community
Your organization will also have access to the Developer Community, Salesforce's free developer program for the Salesforce Platform. The Developer Community website is a free community-based online portal for developers, where developers can learn, access key resources, and discuss a diverse set of topics anchored around the Salesforce Platform. These topics include

Apex Code, Visualforce, Web service APIs, database topics, packaging and distribution of your applications, and much more. The Salesforce Developer Community is composed primarily of a technical body of developers and architects, system administrators and IT management. The primary goal for the Developer Community is to promote community, learning and conversations. This is done through articles, the blogging community and its blogs, tech notes, sample code, providing a free Developer Edition account, together with discussion boards, RSS feeds, documentation, webinars, on-demand sessions, newsletters, event calendar and wikis.					
DOC-2	Describe how the system provides on-line user reference materials with a printable version available. The documentation must include full mock-ups of all screens/windows and provide narratives of the navigation features for each window/screen. Provide a sample copy of five (5) pages of the user reference materials.	Y			
Refer response to question DOC-1					
DOC-3	Describe how the system will have on-line reporting reference materials with a printable version available that includes descriptions, definitions, and layouts for each standard report. Include definitions of all selection criteria parameters and each report item/data element, all field calculations defined in detail, and field and report titles. Provide a sample copy of five (5) pages of the reporting reference materials.	Y			
Refer response to DOC-1					
DOC-4	Describe how the system provides an entity-relationship model, class diagram, and a table of contents with data dictionary for report creation by the State that is regularly updated and includes table, field, and relationships.	Y			
Within Salesforce users can create entity-relationship models simply by loading the objects in Salesforce's Schema Builder to see the relationships. Schema Builder provides a dynamic environment for viewing and modifying all the objects and relationships in your app. This greatly simplifies the task of designing, implementing, and modifying your data model, or schema. Schema Builder is enabled by default. You can view your existing schema and interactively add new custom objects, custom fields, and					

relationships, simply by dragging and dropping. Schema Builder automatically implements the changes and saves the layout of your schema any time you move an object. This eliminates the need to click from page to page to find the details of a relationship or to add a new custom field to an object in your schema.					
DOC-5	Describe how the system provides a data dictionary which includes user-defined fields and tables which can be viewed online and kept updated for each modification.	Y			
Salesforce provides a data dictionary which includes all the user-defined fields and tables etc along with the system design documentations.					

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Accountants' Compilation Report

To Management of
MTX Group, Inc. and MTX B2B Solutions, LLC
Albany, New York

Management is responsible for the accompanying financial statements of MTX Group, Inc. (a New York corporation) and MTX B2B Solutions, LLC (a limited liability company operating as a partnership), which comprise the combining balance sheets as of December 31, 2018, and the related combining statements of income for the year then ended in accordance with accounting principles generally accepted in the United States of America. We have performed a compilation engagement in accordance with Statements on Standards for Accounting and Review Services promulgated by the Accounting and Review Services Committee of the AICPA. We did not audit or review the financial statements nor were we required to perform any procedures to verify the accuracy or completeness of the information provided by management. Accordingly, we do not express an opinion, a conclusion, nor provide any form of assurance on these financial statements.

Management has elected to omit substantially all the disclosures and the statement of cash flows required by accounting principles generally accepted in the United States of America. If the omitted disclosures and the statement of cash flows were included in the financial statements, they might influence the user's conclusions about the Company's financial position, results of operations, and cash flows. Accordingly, the financial statements are not designed for those who are not informed about such matters.

We are not independent with respect to MTX Group, Inc. and MTX B2B Solutions, LLC.

Staff Ciampino & Company, P.C.

Staff Ciampino & Co., P.C.
Albany, New York
March 7, 2019

MTX GROUP, INC. AND MTX B2B SOLUTIONS, LLC
COMBINING BALANCE SHEETS
December 31, 2018

ASSETS

	MTX Group, Inc.	MTX B2B Solutions, LLC	COMBINED TOTAL
CURRENT ASSETS			
Cash	$ 198,940	$ 2,817	$ 201,757
Investment in subsidiary	32,661	-	32,661
Accounts receivable	841,100	-	841,100
Officer loan	2,000	-	2,000
Work in process	263,290	-	263,290
Prepaid expenses	-	158,621	158,621
Total current assets	1,337,991	161,438	1,499,429
PROPERTY AND EQUIPMENT, at cost			
Office Equipment	27,541	12,751	40,292
Furniture and fixtures	7,787	-	7,787
Total property and equipment	35,328	12,751	48,079
Less - Accumulated depreciation	943	12,751	13,694
Property and equipment, net	34,385	-	34,385
OTHER ASSETS			
Due from (to) combined companies	(526,421)	526,421	-
Security deposit	4,799	-	4,799
Total other assets	(521,622)	526,421	4,799
TOTAL ASSETS	$ 850,754	$ 687,859	$ 1,538,613

LIABILITIES, PARTNERS' CAPITAL AND STOCKHOLDERS' EQUITY

	MTX Group, Inc.	MTX B2B Solutions, LLC	COMBINED TOTAL
CURRENT LIABILITIES			
Accounts payable and accrued expenses	$ 125,014	$ -	$ 125,014
Line of credit	-	242,008	242,008
Credit card payable	-	71,937	71,937
Deferred tax liability	189,581	-	189,581
Income tax payable	1,575	1,500	3,075
Total liabilities	316,170	315,445	631,615
PARTNERS' CAPITAL	-	372,414	372,414
STOCKHOLDERS' EQUITY			
Common stock	1,000	-	1,000
Retained earnings	533,584	-	533,584
Total stockholders' equity	534,584	-	534,584
TOTAL LIABILITIES, PARTNERS' CAPITAL AND STOCKHOLDERS' EQUITY	$ 850,754	$ 687,859	$ 1,538,613

See Accountants' Compliation Report.

MTX GROUP, INC. AND MTX B2B SOLUTIONS, LLC
COMBINING STATEMENTS OF INCOME
For the Year Ended December 31, 2018

	MTX Group, Inc.	MTX B2B Solutions, LLC	COMBINED TOTAL
REVENUE			
Consulting services	$ 3,330,065	$ 2,100,944	$ 5,431,009
COST OF REVENUE			
Direct labor	827,593	502,855	1,330,448
Direct payroll taxes	80,333	46,361	126,694
Subcontractors	1,326,016	987,559	2,313,575
Total cost of revenue	2,233,942	1,536,775	3,770,717
GROSS PROFIT	1,096,123	564,169	1,660,292
OPERATING EXPENSES			
Officer salaries	214,783	-	214,783
Travel	1,776	141,975	143,751
Employee reimbursed expenses	72,448	19,147	91,595
Rent	43,878	39,421	83,299
Employee benefits	13,705	24,688	38,393
Meals and entertainment	-	31,638	31,638
Software and program fees	5,000	21,733	26,733
Office expense	1,858	24,663	26,521
Supplies	-	25,959	25,959
Payroll taxes	16,763	-	16,763
Insurance	-	15,021	15,021
Advertising	7,000	5,719	12,719
Outside services	100	12,526	12,626
Training and education	-	11,320	11,320
Telephone	-	10,036	10,036
Vehicle expenses	-	8,720	8,720
Donations	-	8,426	8,426
Utilities	1,833	3,644	5,477
Professional fees	499	4,151	4,650
Sanitation	-	4,416	4,416
Administrative salaries	4,338	-	4,338
Bank service fees	855	2,821	3,676
Data processing	1,545	1,990	3,535
Dues and subscriptions	-	2,500	2,500
Depreciation	943	-	943
Licenses and permits	150	-	150
Total operating expenses	387,474	420,514	807,988
INCOME FROM OPERATIONS	708,649	143,655	852,304
EQUITY IN EARNINGS OF AFFILIATES			
MTX IT Consulting Services Private Limited	32,661	-	32,661
OTHER INCOME (EXPENSE)			
Interest income	-	16,570	16,570
Interest expense	(16,570)	(21,167)	(37,737)
Total other expense	(16,570)	(4,597)	(21,167)
INCOME BEFORE INCOME TAXES	724,740	139,058	863,798
PROVISION FOR INCOME TAXES	191,156	1,575	192,731
NET INCOME	$ 533,584	$ 137,483	$ 671,067

See Accountants' Compliation Report.

MTX B2B Solutions LLC

BALANCE SHEET

As of February 28, 2019

	TOTAL
ASSETS	
Current Assets	
Bank Accounts	
1020 CITIZENS CHECKING	3,447.46
Total Bank Accounts	**$3,447.46**
Other Current Assets	
1140 A/R DTF MTX GROUP, INC.	609,792.00
1145 PREPAID TO MTX IT CONSULTING	158,620.85
Total Other Current Assets	**$768,412.85**
Total Current Assets	**$771,860.31**
Fixed Assets	
1440 OFFICE EQUIPMENT	12,751.00
1490 ACCUMULATED DEPRECIATION	(12,751.00)
1501 ORGANIZATION EXPENSE	2,000.00
1502 ORG EXP AMORTIZATION	(2,000.00)
Total Fixed Assets	**$0.00**
TOTAL ASSETS	**$771,860.31**
LIABILITIES AND EQUITY	
Liabilities	
Current Liabilities	
Credit Cards	
2310 AMEX	137,276.37
2315 Chase Credit Card	8,049.47
Total Credit Cards	**$145,325.84**
Other Current Liabilities	
2210 ACCRUED NYS FRANCHISE TAX	1,500.00
2305 LOC Commercial Loan	249,508.06
Total Other Current Liabilities	**$251,008.06**
Total Current Liabilities	**$396,333.90**
Total Liabilities	**$396,333.90**
Equity	
2500 PARTNER'S CAPITAL - SULTANA	176,198.09
2505 PARTNER'S CAPITAL -DAS	58,732.70
2520 PARTNER DRAWS	(21,180.41)
32000 Retained Earnings	137,482.69
Net Income	24,293.34
Total Equity	**$375,526.41**
TOTAL LIABILITIES AND EQUITY	**$771,860.31**

MTX B2B Solutions LLC

PROFIT AND LOSS

January - February, 2019

	TOTAL
Income	
3000 CONSULTING SERVICES	202,442.96
Total Income	**$202,442.96**
Cost of Goods Sold	
3530 INDEPENDENT CONTRACTORS	145,133.69
Total Cost of Goods Sold	**$145,133.69**
GROSS PROFIT	**$57,309.27**
Expenses	
4160 ADVERTISING	1,170.91
4180 VEHICLE GAS & OIL	358.67
4200 BANK SERVICE CHARGES	126.06
4260 DUES AND SUBSCRIPTIONS	35.00
4270 UTILITIES	601.80
4300 GENERAL INSURANCE	2,452.46
4340 HEALTH INSURANCE	240.04
5060 OFFICE EXPENSE	8,922.60
5061 PRINTING	158.23
5085 PROTECTION AND SECURITY	97.58
5095 REPAIRS TO BUILDING	214.09
5120 WEB HOSTING	25.00
5125 SOFTWARE FEE	5,447.05
5140 INTERNET & PHONE	583.49
5150 TRAVEL	437.46
5152 AIRFARE	16,389.37
5153 CAR RENTAL	1,311.00
5154 GROUND TRANSPORTATION	3,683.52
5158 LODGING	14,130.00
Total 5150 TRAVEL	**35,951.35**
5156 MEALS	3,671.18
5157 TRAINING AND EDUCATION	3,612.99
5190 OUTSIDE SERVICES	462.21
Total Expenses	**$64,130.71**
NET OPERATING INCOME	**$ (6,821.44)**
Other Income	
5410 Management Fees	35,193.00
Total Other Income	**$35,193.00**
Other Expenses	
5400 INTEREST EXPENSE	4,078.22
Total Other Expenses	**$4,078.22**
NET OTHER INCOME	**$31,114.78**
NET INCOME	**$24,293.34**